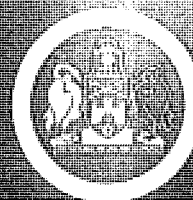


ACT Public Service
CODE OF CONDUCT

RESPECT
INTEGRITY
COLLABORATION
INNOVATION

Made by the Commissioner for Public Administration
under the *Public Sector Management Standards 2006*

October 2012



ACT
Government

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FOREWORD

The ACT Public Service (ACTPS) serves a city-state government and provides critical services and infrastructure to Canberra and the surrounding region. We are a diverse organisation of almost 20,000 people with responsibilities that range from Namadgi National Park to green- and brown-field development fronts, from buses to fire engines, from municipal services to the health, education and justice systems, and from supporting the most vulnerable people in our community to fostering business development and innovation.

We are a service founded on the principles of impartial stewardship, responsiveness, accountability, fairness, equity, integrity, and efficiency outlined in sections 6, 7 and 8 of the *Public Sector Management Act (1994)* (the PSM Act).

The ACTPS offers an unrivalled range of career paths across numerous professional streams. We are fortunately placed to be a leader in innovation in public policy design and service delivery. The size of the ACTPS, the contained geographic scope of Canberra, and the collocation of leading academic institutions together create fertile ground for developing and demonstrating leading public service practice.

A key determinant of that performance is how we do our jobs, and how we behave towards each other and those we serve. The citizens of the ACT and governments of the day rightly have high expectations of us that not only will we do the right thing, but we will do it the right way.

In 2011 the ACTPS was reconstituted as a single enterprise led by the Head of Service. It was recognised at the time that the cultural and behavioural changes inherent in that structural change would take time and effort to develop and nurture. This Code has been developed through a process of consultation with staff and unions and provides a clear statement of how people employed under the PSM Act are expected to behave.

This Code is founded on the ACTPS values of *Respect, Integrity, Collaboration* and *Innovation* and ten signature behaviours that all people employed under the PSM Act are expected to demonstrate. The ACTPS signature behaviours embody the principles of decency, courtesy, professionalism and fairness and exemplify ways of working and the workplace culture that the ACTPS strives to nurture.

The Code is the first step in a comprehensive set of reforms to our service that will be founded on the ACTPS Values and Signature Behaviours. These will be implemented in the coming months and include a refreshed and consistently applied approach to performance management and professional development, revised recruitment and promotional decision making frameworks, and an integrated ACTPS-wide learning and development framework.

This Code is intended to provide the next layer of detail about what the ACTPS Signature Behaviours look like in practice. Of course, the way in which an individual demonstrates behaviours consistent with this Code will vary depending on the type of work they do. The Code is deliberately not prescriptive or compliance focussed for this reason: it provides guidance and examples rather than a checklist.

Section 9 of the PSM Act has been known colloquially for some time as the "Code of Conduct". This Code and section 9 are in one sense, two sides of the same coin. Section 9 which sets out *General Obligations of Public Employees* will remain the formal test for alleged misconduct for now and this Code is not intended to replace existing disciplinary procedures set out in the PSM Act and relevant industrial agreements. Over time, however,

and subject to proper consultation and required parliamentary processes, amendments are envisaged to the PSM Act that will further embed the ACTPS Values and Signature Behaviours. In the meantime, this Code provides guidance on the sorts of behaviours we should all expect of our colleagues, and in so doing, provides guidance on behaviours that are consistent with the requirements of section 9.

The Code does not presume we are all the same, but it does require us all to have a proper discussion in our teams about what the ACTPS Values and Signature Behaviours look like at our place. These conversations will need to be ongoing ones: new staff will take time to come up to speed, and the responsibility on all of us is to make this Code live and breathe. Crucially, this includes calling inappropriate behaviour when we see it.

It is my hope that the ACTPS Code of Conduct will become the centrepiece of an organisation where *one service* is a meaningful statement of who we are and how we do things around here.



Andrew Kefford
Commissioner for Public Administration
October 2012

THE EMPLOYEE VALUES

The ACT Public Service (ACTPS) Employee Values and Signature Behaviours define who we are as an organisation. They are the touchstones by which we should measure our own – and others’ – behaviour. In a service as diverse as ours, how those values and behaviours are given life will look different depending on our particular professional and organisational context, but those unifying Values and Signature Behaviours will still be recognisable.

The ACTPS Employee Values of *Respect, Integrity, Collaboration* and *Innovation* are enshrined in the Public Sector Management Standards and carry the endorsement of the Head of Service and the Strategic Board.

Respect – in the ACTPS means treating others with the sensitivity, courtesy and understanding we would wish for ourselves, and recognising that everyone has something to offer. It means thinking “would I be happy if this was happening to me” and rests on a foundation of fundamental decency in our dealings with colleagues and clients alike.

Integrity – in the ACTPS means being apolitical, honest, dependable, and accountable in our dealings with ministers, the Parliament, the public and each other. It means recognising achievement, not shirking uncomfortable conversations and implies a consistency in our dealings with others.

Collaboration – in the ACTPS means actively sharing information and resources, working together towards shared goals and asking “who else do I need to talk to to get this right”. It means actively seeking opportunities for breaking down unhealthy silos and relies on genuine engagement with colleagues in the ACTPS and with the broader community.

Innovation – in the ACTPS means asking “but why”, actively seeking out new and better ways of doing what we do (as well as better things to do), and not settling for how it has always been. It means empowering colleagues at all levels to raise new ideas and necessitates sensible and thoughtful engagement with risk.

SIGNATURE BEHAVIOURS

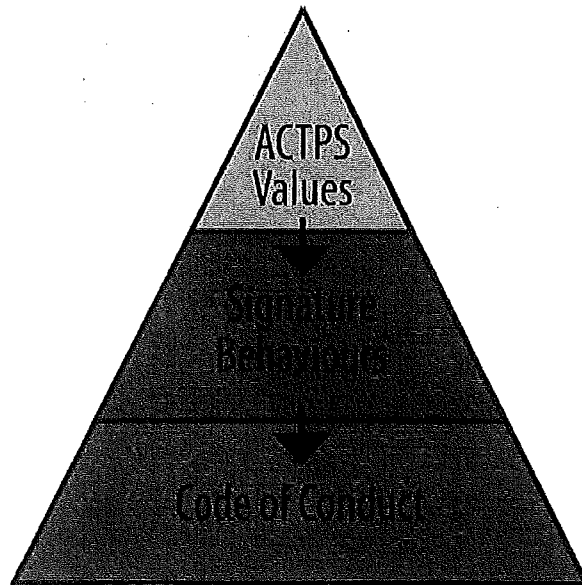
In demonstrating respect ...
1. We take pride in our work
2. We value and acknowledge the contribution of others
3. We relate to colleagues and clients in a fair, decent, caring and professional manner
In demonstrating integrity ...
4. We do what we say we'll do and respond appropriately, especially when the unexpected occurs
5. We take responsibility and are accountable for our decisions and actions
6. We engage genuinely with the community, and manage the resources entrusted to us honestly and responsibly
In demonstrating collaboration ...
7. We work openly and share appropriate information to reach shared goals
8. We actively seek out other views when solving problems and value and act on feedback on how we can do things better
In demonstrating innovation ...
9. We look for ways to continuously improve our services and skills
10. We are open to change and new ideas from all sources

While managers and senior staff have a heightened responsibility to model the values and signature behaviours, the obligation on all of us is to continually test our own behaviours against the descriptions set out in this Code. It gives both permission to raise concerns and a language in which to have a conversation about improving our workplaces. These should be ongoing conversations, as well as a focus of regular performance management and professional development discussions.

All the values and signature behaviours are equally important, but at times we may need to give one value more prominence than another. That said, we should try to avoid giving one value so much importance that we cannot observe the others.

THE ACTPS CODE OF CONDUCT

The ACTPS Code of Conduct expands and gives examples of the sorts of behaviours that give life to the ACTPS Values and signature behaviours.



The ACTPS Code of Conduct applies to our conduct in all circumstances including face to face interaction, engagement on social media, in published material, in written briefing materials and in meetings.

We are all responsible for considering whether we are applying the Code when we do our work, and thinking about how our behaviour could be improved.

The Code is broken into sections, and the values to which each section applies most are highlighted. In this way, the sections are also tied to the signature behaviours.

Each section has two parts: obligations we all have, and additional responsibilities for those of us responsible for managing staff.

<p>TAKE YOUR JOB SERIOUSLY</p>	<p><i>Respect</i> <i>Integrity</i> <i>Collaboration</i> <i>Innovation</i></p>
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We all should:

- act professionally and recognise the trust placed in us as public servants
- take responsibility to find out what we need to know to do our jobs
- do our jobs to the best of our ability
- think critically about improving how we do our jobs
- acknowledge mistakes openly and learn from them
- work safely and sustainably

If we manage people, we should also:

- be approachable and explain how our team’s work fits into the big picture
- explain duties and expectations clearly
- give constructive feedback to help build skills and confidence
- acknowledge success and achievements
- identify opportunities for and support professional development
- provide information or assistance
- share our skills, experience and expertise
- fairly manage workload across our team
- make work/life balance a priority

<p>BE ACCOUNTABLE</p>	<p>Respect <i>Integrity</i> Collaboration Innovation</p>
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We all should:

- know what is expected of us
- know our boundaries
- do what we say we’re going to do
- take responsibility for and consider the consequences of our decisions and actions
- be reliable and consistent in what we do and how we do it
- be aware of, and properly manage, potential conflicts of interest
- use information appropriately and respect the different capacities in which we deal with individuals

If we manage people, we should also:

- manage performance and underperformance fairly
- clearly explain what is expected of our staff
- lead by example
- discuss work priorities and fairly manage changing priorities

BE PREPARED	<p><i>Respect</i> Integrity <i>Collaboration</i> Innovation</p>
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We all should:

- think about what is important for other people to know and act accordingly
- think about the consequences of what we are doing
- keep people informed about what we are doing
- know our limits and ask for help when we need it
- discuss openly what we can and can't do

If we manage people, we should also:

- make sure we know who we need to keep informed
- foster a working environment where people feel confident to deliver bad news
- provide the information and resources our staff need
- offer help when our staff need it
- make sure we all understand what our responsibilities are
- ensure we all are sufficiently skilled or trained to do our jobs

COMMUNICATE EFFECTIVELY	<p>Respect <i>Integrity</i> Collaboration <i>Innovation</i></p>
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We all should:

- be considerate and courteous in all our interactions
- treat colleagues and clients with decency and respect
- give each other a chance to explain our actions and thought processes
- be clear about what we can and can't do
- provide proper reasons for our decisions

If we manage people, we should also:

- provide timely information
- provide genuine and constructive feedback on a regular basis
- explain how individuals fit into the big picture

<p>GIVE AND RECEIVE INFORMATION AND ADVICE WITHOUT FEAR</p>	<p><i>Respect</i> <i>Integrity</i> <i>Collaboration</i> Innovation</p>
<p>We all should:</p> <ul style="list-style-type: none"> • share information appropriately • provide impartial, comprehensive, and robust advice • provide accurate information (and promptly correct errors if they are made) • explain any doubts about the reliability of information • speak up - doing nothing is not an option 	
<p>If we manage people, we should also:</p> <ul style="list-style-type: none"> • be clear about what advice is being sought and why • explain why a decision has been made • build a working environment where advice and information provided by staff contributes to agreed goals 	

<p>SERVE THE GOVERNMENT OF THE DAY</p>	<p>Respect <i>Integrity</i> <i>Collaboration</i> Innovation</p>
<p>We all should:</p> <ul style="list-style-type: none"> • implement the policies of the government of the day and be responsive to its agenda • consider our actions and how they might be perceived by the general public • be aware of any perceived or real conflicts of interest (including in relation to party-political activities) • ensure we communicate with the Government through approved channels • recognise we are the stewards and not owners of the shared assets of the people of the ACT and serve the community on behalf of the Government, not in our own right 	
<p>If we manage people, we should also:</p> <ul style="list-style-type: none"> • promptly communicate any changes in policy or role • assist in navigating ambiguity and changes in political direction • provide clear direction and example in standards of proper conduct 	

BE CONSTRUCTIVE	Respect Integrity <i>Collaboration</i> <i>Innovation</i>
<p>We all should:</p> <ul style="list-style-type: none"> • ask why things are done the way they are • be willing to help make changes and consider different options • solve problems rather than complain about them • use feedback and new ideas to improve service outcomes • do things without requiring something in return • acknowledge the achievements of others, and share responsibility and accolades • seek success without compromising the success of others 	
<p>If we manage people, we should also:</p> <ul style="list-style-type: none"> • encourage our staff to identify problems and suggest solutions to them • respond quickly and helpfully when issues are identified • encourage continuous improvement • encourage sensible and thoughtful engagement with risk • seek to understand and learn rather than blame when things go wrong 	
MAKE SOUND DECISIONS	<i>Respect</i> <i>Integrity</i> Collaboration Innovation
<p>We all should:</p> <ul style="list-style-type: none"> • know our obligations and powers under the relevant law or policy • understand any procedures required by law for making the decision • ensure the principles of natural justice are applied in our decision making • not be biased or appear biased • provide proper reasons for our decisions 	
<p>If we manage people, we should also:</p> <ul style="list-style-type: none"> • ensure decision makers understand their boundaries, accountabilities, legislative context and obligations 	

UNDERSTAND YOUR LEGAL OBLIGATIONS	<i>Respect Integrity Collaboration Innovation</i>
<p>We all should:</p> <ul style="list-style-type: none"> • understand our obligations under section 9 of the <i>Public Sector Management Act 1994</i> and relevant industrial agreements • understand our obligations under laws that apply to all public employees including the: <ul style="list-style-type: none"> • <i>Discrimination Act 1991</i> • <i>Financial Management Act 1996</i> • <i>Freedom of Information Act 1989</i> • <i>Human Rights Act 2004</i> • <i>Public Interest Disclosure Act 1994</i> • <i>Territory Records Act 2002</i> • <i>Work Health and Safety Act 2011</i> • <i>Privacy Act 1988 (Cwlth)</i> • understand our obligations under other policies that apply to our work including the <i>Respect, Equity and Diversity Framework</i> 	
<p>If we manage people, we should also:</p> <ul style="list-style-type: none"> • help our staff understand how to meet their legal obligations 	



ACT Corrective Services

Code of Ethical Conduct

May 2008

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1. Introduction

1.1 What is Ethics?

Ethics refers to commonly agreed and accepted standards of right and wrong. These standards prescribe what individuals ought to do, usually in terms of their rights, obligations, benefits to society, fairness or specific virtues such as honesty and integrity.

Ethical conduct is highly reliant on the development of one's own ethical standards. It refers to the continuous effort of studying our own conduct and striving to ensure that we, and the institutions that we help to shape, live up to standards that are reasonable and beneficial to society.

1.2 Purpose of the ACTCS Code of Ethical Conduct

The mission of ACT Corrective Services (ACTCS) is to protect the community by providing a safe, secure and humane custodial and community correctional system, which encourages offenders to rehabilitate. The ACTCS Code of Ethical Conduct (the Code) provides a functional guideline for all staff in ACTCS about making decisions, sometimes difficult personal decisions, in the work place. It also provides a guide for appropriate behaviour and conduct towards one another, clients, prisoners and offenders.

The Code applies to the full scope of activities undertaken in ACTCS including Community Corrections, Custodial Operations and Business, Policy and Coordination.

ACTCS acknowledges that as an ACT Government agency there is a responsibility to maintain standards of professional behaviour that promote and maintain public confidence in the work of Government agencies. As such, this Code should be read in conjunction with s 9 of the *Public Sector Management Act 1994* and Ethics in the ACT Public Service 2005.

1.3 Why do we need an ACTCS Code of Ethical Conduct?

The importance of ensuring the highest standards of ethical conduct among ACTCS employees cannot be overstated. The supervision of offenders in the community and the detention of individuals in custody raise unique challenges for ACTCS employees that are not covered by the generic provisions of existing public service codes and legislation.

ACTCS employees must at all times be conscious of the power conferred upon them by legislation, the courts and the inferred trust of the ACT community. Staff are empowered to direct and restrict many aspects of the lives of offenders in the community. In a custodial setting, officers can direct and guide almost all aspects of a prisoner's life.

Decisions, conduct and behaviour within the correctional environment must always be founded on what is right, what is just and what is ethical.

2. Values

As ACTCS employees, we need to abide by the 9 key principles below when carrying out our duties. The listed values place a duty on all ACTCS staff to conduct themselves in a manner that will maintain public confidence in the efficiency and integrity of the agency. The same principles must be upheld unconditionally when ACTCS employees are off duty or off site for any reason or for any given length of time.

Maintain a courteous and respectful attitude

Maintain a courteous and respectful attitude when interacting with others during the course of duty, even when their language/behaviour is offensive or inappropriate.

Recognise our duty of care

Exercise reasonable care and skill and support a safe and secure environment for the community by humanely and securely managing individuals under custodial and community sanctions.

Respect, protect and promote the rights of all individuals

Recognise the inherent dignity and worth of every human being and ensure human rights and civil liberties are safeguarded.

Perform duties with impartiality, fairness, honesty and integrity

Apply sound judgement, which is fair, reasonable, and just. Reasons for decisions should be explained, be based on evidence and made free from bias.

Believe in people's capacity to rehabilitate

Continue to identify in each individual the potential to become a law abiding citizen.

Place public interests over private interests

Promote confidence in the integrity of the agency. Always act in the public interest. Maintain objectivity while acting in an official capacity by differentiating between personal views and those expressed on behalf of the agency.

Perform duties with transparency, responsibility and accountability

Ensure open communication between staff, offenders, prisoners and the community. Uphold the law and adhere to policies and guidelines.

Provide quality services with a client focus

Maintain efficiency and effectiveness in all services provided and responsiveness to prisoner needs, the Government, community and other stakeholders.

Develop and maintain professional working relationships

Encourage a safe, harmonious and equitable environment. Achieve shared goals through consultation and communication. Use cooperation with other agencies and stakeholders as a multiplier in improving standards of delivery.

3. Service to the Government and Community

3.1 Accountability

ACTCS employees are accountable to the community, Government and the law. Accountability for our decisions is achieved by acting within the limits of our authority and not beyond it.

We must also be able to provide reasons and records to explain and justify our decisions. This helps to ensure fairness, transparency, consistency and accountability.

3.2 Accessing and Disclosing Confidential Information

Information encountered and accessed during the course of work must never be publicly disclosed without legal authorisation and good cause.

Any information that a person has access to because of their employment or professional involvement is to remain confidential. The information may only be exchanged or shared with a person involved in a corresponding corrections law, with a law enforcement agency, with an entity prescribed by regulation, for the purpose of carrying out of a function under Territory law (*Corrections Management Act 2007*, s 222) or for professional purposes relating to information exchange between criminal justice entities (*Crimes (Sentencing) Act 2005*, s 136).

Under section 222 of the *Corrections Management Act 2007*, it is an offence for ACTCS staff to make a private copy of confidential information. This includes unauthorised emailing of work documents to a personal email account or taking hard copies of work documents home. It is also an offence to pass on confidential information in a private capacity.

3.3 Public Comment and Conduct

It is not acceptable for ACTCS staff who are not authorised to speak on behalf of ACTCS to engage in any form of comment, publicly or otherwise, on information that relates to official ACTCS Policy and Procedure or any Government issue.

ACTCS staff must not make statements or comments to the media, television, radio, newspapers or reporters unless authorised. This includes contact via sources such as, but not limited to, the internet, fax machines, letters, public speaking engagements, public forums, private meetings and telephone conversations.

ACTCS staff must refer any requests for information by the media to senior management via their immediate supervisor, who must then refer the matter to the appropriate person for official comment.

3.4 Preferential Treatment

Staff members must not use their position within ACTCS to secure an advantage for themselves or others. All members of the public are to be treated equally when dealing with ACTCS. This includes matters associated with job applications, distributing or disclosing ACTCS and Government information and responding to queries generally.

3.5 Record Keeping

The *Territory Records Act 2002* requires all staff members to maintain organised electronic and hard copy files of all records created in the course of duty. Effective record keeping ensures accountability and transparency in relation to advice given and decisions made.

Memoranda and file notes on individuals or events should contain relevant information which is as objective as possible. Derogatory remarks of a personal or biased nature are not appropriate.

All records made or received by ACTCS are the property of the Territory. All records that staff create, receive, store or maintain as part of their duties belong to the Territory. No records are the property of individual employees.

4. **Private Conduct**

As a staff member of ACTCS you have an obligation, even when off duty, to act in an appropriate manner and to abide by the spirit and intent of the law in any act relating to your responsibilities as an ACTCS employee. You must always observe the terms and conditions of this Code and not bring discredit to, or compromise the operations of, the agency.

4.1 Alcohol and Drugs

The sale and use of illicit drugs is a criminal act. It will not be tolerated by ACTCS. Under Occupational Health and Safety (OH&S) guidelines, staff must not present for their duties when affected by alcohol or other non-prescription drugs. All staff members have an obligation to present themselves for work in a fit state. Failure to comply with this obligation could result in disciplinary action including immediate dismissal pending investigation and referral to the police. Employees are reminded of their professional obligations with respect to illicit substances when off duty as well as when on duty.

Staff must not drive an official vehicle on duty with a blood alcohol content exceeding 0.02%. A breath test may be performed if considered necessary.

ACTCS is currently considering mandatory random drug and alcohol testing of all ACTCS staff. A decision has not yet been made on this issue.

5. **Conduct Towards Other Staff**

5.1 Discrimination

Discrimination is the unfair treatment of any individual based on race, gender, sexuality, disability and any other characteristic or attribute. It is unlawful under the *Discrimination Act 1991* to discriminate against or harass a person at work, as in other areas of public life.

Discrimination comes in varying forms and can include direct discrimination and indirect discrimination. Direct discrimination involves unfavourable decisions and actions based directly on a person's attributes or characteristics. Indirect discrimination involves the imposition of a condition, requirement or practice apparently applying to all people equally but in practice discriminating against a group of people who share a particular attribute or characteristic.

Acts of prejudice and racism are forms of discrimination that are not accepted within ACTCS and may lead to disciplinary action.

5.2 Harassment and Bullying

Workplace harassment is behaviour that is unwelcome to the recipient. It includes offensive, belittling or threatening behaviour directed at an individual or group of individuals. Examples include making fun of ethnicity, disability or sexuality; obscene, racist or sexist e-mail messages; "wolf-whistling"; offensive jokes and openly displayed posters or prints with content that might be offensive.

Certain conduct and humour that would be tolerated outside of the workplace may be unwelcome in the workplace and may constitute harassment. It is irrelevant that the behaviour may not offend others or has been an accepted feature of the work environment in the past.

Deliberate, avoidable exclusion of a staff member from normal daily conversations and greetings may be construed as undermining the staff member's position in the organisation. Such behaviour, especially when it occurs repeatedly and over time, should be regarded as harassment.

Workplace harassment and bullying should not be confused with workplace evaluation and advice. Feedback and advice are intended to assist employees in continual improvement of performance and professional behaviour. This includes direct, factual and constructive criticism. It should always however be productive and not humiliating or threatening.

5.3 Disrespectful Behaviour Towards a Supervisor

The safe and harmonious working environment of ACTCS relies heavily on clearly identified instructions and work delegations from managers and prompt responses from those who receive the work. This is of particular importance for the correctional centres that rely heavily on attentive and often immediate responses to instructions. The refusal to obey instructions may result in the loss of security and safety within correctional centres. This can also apply in community correctional settings. As such, any refusal to obey instructions from supervisors without legitimate cause can result in disciplinary measures.

Instructions and work delegations from supervisors must be reasonable and achievable. If you believe that any aspect of your work has been unfairly delegated or is against the safety and security of either yourself or others, you should discuss the matter with a senior member of staff or a peer support officer.

6. Conduct Towards Offenders and Prisoners

All official dealings with offenders, prisoners, their families and friends should, at all times, be transparent, accountable, just and fair. There should be no dealings that prejudice the operation, security or reputation of ACTCS.

6.1 Approach of ACTCS

The ACT Government is looking to ensure that individuals who spend time in custody or on a community corrections programme become functional and law abiding members of the community. ACTCS should provide a safe and secure framework that encourages prisoners and offenders to use their sentence or order constructively. Rehabilitation should be a key focus for all ACTCS employees.

Being an effective staff member of ACTCS means acting with a belief in people's capacity to change. Each and every offender and prisoner will be treated the same based on relevant legislation, policies and procedures. An ACTCS employee's personal judgement of the person or their crime should not be relevant to decisions or actions. The treatment of any offender or prisoner outside of these guidelines may result in disciplinary action.

6.2 Human Rights

ACTCS takes human rights issues seriously and all employees are bound by the *Human Rights Act 2004*. The human rights of each individual include the right to feel and be safe and secure, the right not to be subject to discrimination, harassment and bullying, and the right to fair and equitable treatment.

The *Corrections Management Act 2007* and all policies and procedures have been developed in consideration of the human rights of each person managed by ACTCS staff.

6.3 Language and Stereotyping

ACTCS staff should not engage in the stereotyping of offenders and prisoners. For instance, it is not acceptable to stereotype people based on their offence, race, ethnicity, age or gender. The rejection of stereotyping is a vital component of believing in people's capacity to rehabilitate.

ACTCS staff should use appropriate language when communicating with each other, offenders and prisoners. Language and terminology such as "crims", "screws" and the like are inappropriate. This is vital in establishing a rehabilitative and harmonious correctional environment.

6.4 Relationships Between Staff and Offenders or Prisoners

ACTCS staff should not engage in personal relationships with offenders or prisoners. Personal relationships create a direct conflict of interest and can undermine security and ACT operations generally. An undisclosed relationship can also make both parties vulnerable to undesirable pressures and comments.

If you are in or have been in, a personal relationship with an offender or prisoner, no official dealing between yourself and that person is allowed without the Executive Director's written approval. If you have a connection or potential connection with an

offender, you must be diligent in notifying authorities. Should a person with whom you have a personal relationship enter into your custody or become part of your case-load, or a relationship develops between yourself and a current offender or prisoner, you must immediately notify your manager in writing. If necessary, suitable arrangements will be made to remove you from professional involvement with the offender or prisoner concerned.

Appropriate behaviour towards individuals under the supervision of Community Corrections must be extended when offenders are encountered outside of work. A professional and impartial attitude should be maintained. In certain circumstances, it will not be appropriate to talk to an offender or a prior offender.

Professional judgement must be applied if contemplating forming a relationship with persons who have left ACTCS management (e.g. ex-prisoners or individuals who have been subject to a community service order) however the forming of such relationships is discouraged.

7. Conflict of Interest

In the public sector, a conflict of interest is a conflict between duties as a public officer and personal or private interests and beliefs. Personal interests include the interests of your relatives and friends. A conflict of interest may arise due to your personal or religious beliefs, associations or financial interests. Because of the environment in which ACTCS staff are employed, there is a high potential for conflicts of interest within the workplace.

A conflict arises when an interest conflicting with your primary duty has the *potential* to influence your official decisions. This includes circumstances where the conflicting interests may - but does not actually - influence your official decisions. For example, even if you do not take into account the receipt of a gift when making decisions about the person who gave you the gift, the receipt of the gift itself provides a conflict of interest. Forming a friendship with a prisoner or offender, even if you do not treat them favourably, also creates a conflict of interest.

A conflict of interest may be actual or implied. If your conduct could lead to an implication (someone reasonably believing) that there is an actual conflict of interest, this conduct is also discouraged.

In all cases where a conflict of interest exists, or may develop, you should consult your immediate supervisor for advice. However, should you be required to act immediately, you will act honestly, fairly and with integrity, being mindful of the guidelines of this Code.

7.1 Receiving Gifts or Gratuities

It is not acceptable for ACTCS staff to receive gifts or benefits from prisoners, offenders, ex-prisoners, their family, their friends or from persons contracted to provide service, either directly or indirectly. This type of behaviour demonstrates a serious conflict of interest and would constitute grounds for disciplinary action. A

Parole Officer could not, for example, allocate work to a person under their supervision that benefits the Officer or any person acquainted with the Officer.

In order to avoid inappropriate behaviour, ACTCS staff should not provide or arrange to provide any advice, goods or services to any prisoner, offender or staff member except in strict accordance with their official duties. Providing benefits to offenders may lead to unequal treatment and make you vulnerable to accusations of wrongdoing.

Officers supervising offenders or prisoners must take particular care to avoid any possibility of compromise. Gifts and favours from offenders or prisoners must be rejected. To avoid an offender or prisoner using your inappropriate behaviour in any situation that may compromise you, report the matter to your immediate supervisor without delay.

If you are offered a gift which you believe is intended to influence your decisions or behaviour (eg a Christmas or thank you gift), you must notify your supervisor of that offer. In the event that you receive written approval from a senior manager, you may be allowed to accept the gift.

7.2 Bribery

Bribery in any form is illegal and is not tolerated by ACTCS. Any offer or promise of a present, payment, gratuity or service aimed at encouraging you to neglect your duty, give preferential treatment or to act in any way other than in accordance with the proper discharge of your official duties, must be promptly reported in writing to your supervisor or team leader.

7.3 Secondary Employment

ACTCS is to be regarded as your primary employer. This rule applies regardless of whether you work full-time, part-time or in a temporary capacity. Your main focus must always be on your commitment to duty.

Secondary employment may conflict with ACTCS as your primary source of employment. Before accepting any secondary employment - whether paid, unpaid or voluntary - it is essential that you obtain approval. Your supervisor can provide assistance on the appropriate procedures and forms. The agency will consider the acceptability of the secondary employment in accordance with Departmental guidelines and policies.

8. Research Review Committee

ACTCS and external bodies are sometimes engaged in research on issues such as the evaluation of community corrections programs and of new technologies for possible implementation within the correctional environment. The research often involves human subjects and as such requires consideration of any ethical issues involved.

Under s 322 of the *Crimes (Sentence Administration) Act 2005*, the Chief Executive must approve criminology or penology research that involves access to ACTCS information or facilities. Approval is also required for access to persons exercising powers under the *Crimes (Sentence Administration) Act 2005* and to persons in custody or being supervised under the Act.

All research undertaken by ACTCS or by external bodies seeking to conduct research which involves access to ACTCS information, facilities, employees or persons in the custody of or supervised by ACTCS must be accompanied by a comprehensive written research proposal for consideration by the Research Review Committee and final approved by the Executive Director. For more information, please refer to the policy and procedure on this issue.

9. Reporting Corrupt and Offensive Behaviour

Corruption is behaviour knowingly undertaken that is dishonest and has the potential to adversely affect the honest and impartial exercise of official functions by any public official. Corrupt behaviour also includes the biased use of ones employment within ACTCS and the improper use of any information gained during the course of one's duties for the benefit of oneself or another person.

If you notice or have reasonable suspicion that another ACTCS staff member is engaged in corrupt behaviour, criminal behaviour, or has broken the law, you are obliged to report this behaviour. Your first point of contact should be your supervisor or another senior staff member.

Failure to meet the standards discussed in this Code or any other legislation that applies to ACTCS staff should also be reported to a senior staff member. If you feel threatened, harassed or subject to prejudice and offensive behaviour or you notice that someone is engaging in or being subjected to such behaviour, you should immediately report this to a senior staff member or the harassment contact officer in your area.

Senior staff members should take steps to manage the situation immediately. If you are dissatisfied with the handling of the information, you can progress the report to a more senior staff member. Managers are obliged to treat all reports with the utmost privacy and all reasonable measures should be taken to ensure the privacy and security of the reporting employee. Equally too, the right of any accused staff member to defend his/her actions should be upheld.

10. Failure to Comply with this Code

This Code is designed to provide guidance to ACTCS staff regarding fair and reasonable behaviour. All ACTCS staff should comply with the Code by behaving in a manner that positively reflects the agency as well as themselves as individuals.

It is not intended that failure to comply with this Code will result in mandatory disciplinary action. Serious or continued breaches however, may result in such action.

Any proposed disciplinary action will be in accordance with procedures for misconduct and discipline as outlined in the relevant Employment Agreement and within the requirements of the *Public Sector Management Act 1994*.

11. The Test

If in doubt about any ethical issue associated with any given situation, action or behaviour, ask yourself the following questions:

- Does the matter comply with the letter and the spirit of this Code?
- Does the matter present a potential breach of any agency, departmental or public service guideline, procedure, legislation, supervisor direction, employment agreement, or international, Federal or Territory law?
- Would you be prepared to defend your actions publicly?
- Has anyone involved, including you, been unfairly disadvantaged or benefited?
- If it involves treatment of others, would you personally regard the treatment as reasonable and justifiable?

When in doubt, seek advice from supervisors.

12. References

Territory and Commonwealth Legislation

- *Privacy Act 1988* (Commonwealth)
- *Corrections Management Act 2007* (ACT)
- *Crimes (Sentence Administration) Act 2005* (ACT)
- *Crimes (Sentencing) Act 2005* (ACT)
- *Discrimination Act 1991* (ACT)
- *Freedom of Information Act 1989* (ACT)
- *Human Rights Act 2004* (ACT)
- *Occupational Health & Safety Act 1989* (ACT)
- *Ombudsman Act 1989* (ACT)
- *Public Sector Management Act 1994* (ACT)
- *Territory Records Act 2002* (ACT)

Further Resources

- Ethics in the ACT Public Service 2005
- Workplace Discrimination, Harassment and Bullying Prevention Policy, ACT Department of Justice and Community Safety, 2003

Australian Capital Territory

Corrections Management (Dress Standards and Code of Conduct for Corrections Staff) Policy 2011

Notifiable instrument NI2011-300

made under the

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

1 Name of instrument

This instrument is the *Corrections Management (Dress Standards and Code of Conduct for Corrections Staff) Policy 2011*.

2 Commencement

This instrument commences on the day after it is notified.

3 Policy

I make the

DRESS STANDARDS AND CODE OF CONDUCT FOR CORRECTIONS
STAFF POLICY

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

Bernadette Mitcherson
Executive Director
ACT Corrective Services
9 June 2011



All Correctional Facilities



**DRESS STANDARDS & CODE OF CONDUCT
FOR CORRECTIONS STAFF
POLICY**

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Personnel Administration	3
Daily Attendance Records (Time Sheets, Attendance Register and Overtime Sheet)	2
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Purpose

To outline the dress standards and code of conduct for corrections staff policy.

Authority

Legislation

Corrections Management Act 2007, section 14

Public Sector Management Act 1994

Policy

Principles

The attributes of a corrections officer include maturity, flexibility, a sense of responsibility and willingness to accept the terms and conditions of their employment as set out in the relevant legislation and management standards, including the requirement to wear a uniform.

Dress Standards

All uniformed officers must abide by the ACT Corrective Services (ACTCS) Corrections Officer Dress Manual. CO3s shall inspect their staff for neatness and correctness of dress and accoutrements.

Uniformed clothing shall be fitted and worn appropriately, taking into consideration the environment that officers work in, the need for the officer's comfort and any occupational safety and health requirements.

Other employees of the Department of Corrective Services not issued with a uniform, whilst working in a prison environment, shall adopt a common sense approach as to

what they wear by maintaining a reasonable standard of dress that reflects the department's professionalism.

Non uniformed staff must consider occupational health and safety aspects of employment within a prison environment and dress accordingly e.g. closed toe shoes and conservative coverage.

Non uniformed staff must not wear clothing similar in colour and style to the Alexander Maconochie Centre (AMC) prisoner uniform.

The Superintendent shall permit variations for members to wear specific clothing for religious or cultural reasons provided there are no security and safety implications and they comply with general principals and appearance requirements.

Beards

Officers shall report for duty clean shaven, with the exception of officers who have grown beards. Beards shall be kept trimmed and neat and tidy at all times.

An officer, who reports for duty in an unshaven or untidy condition, shall be instructed by the CO3 to rectify their dress and appearance. Any absence from the workplace to rectify a uniform shall be deemed unauthorised leave and shall be recorded as such, until the officer concerned returns to duty.

An exemption from shaving may be made in circumstances where a corrections officer produces a medical certificate endorsing his non-shaving.

Protocol and Courtesy

A corrections officer shall maintain appropriate dress and bearing at all times they are on duty and shall not move about the AMC, or in public, with their hands in their pockets.

A corrections officer who performs duty on a post, at which he or she is seated, shall as a matter of professional courtesy, stand when the Executive/Deputy Executive Director, Superintendent, Deputy Superintendent or a CO3 enters their area of responsibility.

The officer shall greet senior staff and report to the senior officer the status of the area and number of prisoners.

Personnel Administration

Daily Attendance Records (Time Sheets, Attendance Register and Overtime Sheet)

A Daily Attendance Record/Register, including KRONOS Workforce Central, is an accountable document and is subject to audit. Any attempt to fraudulently claim salary or overtime or any false entry, including false certification, may render an officer liable to prosecution under the provisions of the ACT *Crimes (Offences against the Government) Act 1989*.

It is a corrections officer's responsibility to ensure his/her log on into the KRONOS Workforce Central system is completed correctly each time they access the system.

A corrections officer shall enter all details of arrival and departure at the AMC using the KRONOS system and sign into and out of a register held in the x-ray airlock in the gatehouse.

Registers and the KRONOS Workforce Central system shall reflect the actual rostered shifts performed during the relevant pay period and for any periods during which a corrections officer was absent on leave.

Any officer commencing duty at a location which does not have the KRONOS Workforce Central system must contact the CO3 on duty at the time of arrival and departure e.g. working from the hospital. Time sheets will not be authorised without confirmation of attendance.

Code of Ethics

Officers, as public service employees, are obligated to adhere to a code of ethics including;

- a) exercise reasonable care and skill;
- b) act impartially;
- c) act with probity;
- d) treat members of the public and other public employees with courtesy and sensitivity to their rights, duties and aspirations;
- e) in dealing with members of the public, make all reasonable efforts to assist them to understand their entitlements under the territory laws and to understand any requirements that they are obliged to satisfy under those laws;
- f) not harass a member of the public or another public employee, whether sexually or otherwise;
- g) not unlawfully coerce a member of the public or another public employee;
- h) comply with management standards and all other territory laws;
- i) comply with any lawful and reasonable direction given by a person having authority to give the direction;
- j) if the employee has an interest, pecuniary or otherwise, that could conflict, or appear to conflict, with the proper performance of his or her duties, the employee must, as soon as possible after the relevant facts come to the employees notice –
 - i. disclose the interest to his or her supervisor; and
 - ii. take reasonable action to avoid the conflict;
- k) not take, or seek to take, improper advantage of his or her position in order to obtain a benefit for the employee or any other person;
- l) not take, or seek to take, improper advantage for the benefit of the employee or any other person, of any information acquired, or any document to which the employee has access, as a consequence of his or her employment;
- m) not disclose, without lawful authority –
 - i. any information acquired by him or her as a consequence of his or her employment; or
 - ii. any information acquired by him or her from any document to which he or she has access as a consequence of his or her employment;
- n) not make a comment that he or she is not authorised to make where the comment may be expected to be taken to be an official comment;
- o) not make improper use of the property of the Territory;
- p) avoid waste and extravagance in the use of the property of the Territory;

- q) report to an appropriate authority –
 - i. any corrupt or fraudulent conduct in the public sector that comes to his or her attention; or
 - ii. any possible maladministration in the public sector that he or she has reason to suspect.

Forms/Templates

Uniform Application Form

Officers Report Form

Related Policies/Procedures

Corrections Officer Dress Manual

ACTCS Code of Ethical Conduct



ACT
Government

Justice and Community Safety



ALEXANDER MACONOCHIE CENTRE



DETAINEE HANDBOOK

Revised Oct 2013

Alexander Maconochie

1787 - 1860



The Alexander Maconochie Centre (AMC) is named after Alexander Maconochie who was General Manager, Custodial Operations of the Norfolk Island convict settlement from 1840 to 1844.

He was a noted prison reformer who developed a set of principles that laid the foundations for modern penal practice. In keeping with Maconochie's principles, the operating philosophy of the AMC focuses on the upholding of human rights, detainee welfare, rehabilitation and community safety.

The AMC is a maximum, medium and minimum security correctional facility catering for up to 344 ACT male and female, remand and sentenced detainees of all security classifications. The AMC was constructed to represent the best in prison design and operational practice, and focuses on detainee rehabilitation, safety, health and well-being in a human rights environment.

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1 – DEFINITIONS

Corrections Officer – means a person who is appointed as a corrections officer under section 19.

Case Manager – means the Probation and Parole officer assigned to oversee a detainee’s case management plan

Case Officer – means the uniformed Corrections officer who is assigned, from time to time to your accommodation area and who is responsible for providing you with advice and guidance during your time at the AMC.

Drug – means a controlled drug under section 600 of the Criminal Code, or a substance prescribed for the regulation for this definition, but does not include a drug lawfully, supplied, and taken as prescribed or directed by a health practitioner; a drug lawfully supplied and self administered; a drug exempted under section 133.

Test sample – means a sample of breath, saliva, urine, hair, blood, or anything else prescribed by regulation.

Segregation - (a) means the restriction or denial of the detainee’s opportunity—
 (i) to go into, or be in, a particular part of a correctional centre; or
 (ii) to associate with other detainees; and
 (b) includes separate confinement.

Body Search – means the search of a detainee’s body including an examination of any orifice or cavity of the detainee’s body.

Frisk Search – means a search of a person conducted by quickly running the hands over the person’s outer garments; and an examination of anything worn or carried by the person that is conveniently and voluntarily removed by the person.

Ordinary Search – means a search of the person, or of articles in a person’s possession, that may include; requiring the person to remove the person’s overcoat, coat or jacket and gloves, shoes or hat; and examination of these articles.

Scanning Search – means a search of a person by electronic or other means that does not require the person to remove their clothing, or be touched by someone else.

Strip Search – means a search of a detainee, or of articles in the detainee’s possession, that may include requiring the detainee to remove all the detainees clothing and examination of the detainee’s body (but not the detainee’s body orifices or cavities) and of their clothing.

Sizable item – means anything that -

- (a) is a prohibited thing; or
- (b) may be used by the detainee in a way that may involve—
 - (i) intimidating anyone else; or
 - (ii) an offence or disciplinary breach; or
 - (iii) a risk to the personal safety of anyone else; or
 - (iv) a risk to security or good order at a correctional centre.

2 - INTRODUCTION TO THE AMC

At the AMC you will be treated with respect in a safe and secure environment and in accordance with human rights principles. Every effort will be made to ensure your safety, health and wellbeing.

You will be given opportunities for rehabilitation and encouraged to participate. You will be provided with a Case Manager and Case Officer and we are keen to involve your family in your wellbeing and development. You are expected to show respect to staff and to your fellow detainees, and to all you come in contact with.

During your time at AMC you will be expected to adhere to the detainee Code of Conduct and comply with prison rules you find in this Handbook. You will also be expected to participate in a structured day which may include: programs to address your offending behaviours; education to assist you to integrate with the lawful community; employment (which is generally linked to education) and recreational activities.

If you are unsure of what is expected of you or if you have any concerns at any time, talk to your Case Officer or other staff member. You should also carefully read this handbook, which has been prepared for your assistance. In this handbook the term 'detainee' refers to both remand and sentenced prisoners.

3 - ADMISSION AND INDUCTION

Initial Induction

On arrival you will be searched and your health and any special or immediate needs assessed, including any immediate concerns you may have about your family.

You will be informed of what is expected of you and what you can expect of the AMC. You will be provided with a copy of the Detainee Handbook and a copy of the AMC's Code of Conduct. You will be told about seeing medical and mental health staff.

Translation/interpreter services will be provided to you, if required.

Your private clothing and any belongings will be stored and any cash you have with you will be put into your AMC trust account. Storage space is limited, so you will be asked to sign out excess property to family or friends.

You will be provided with prison clothing and essential toiletry items. You will be asked to sign for these and any other items given to you, as they are your responsibility until you are released. **You must not swap or give your property to other detainees.**

We realise this may be a stressful time for you and it is natural for you to feel anxious and unsure when you first arrive in custody. Follow the rules, stay calm and ask staff for help if problems arise.

It is important for us to be able to notify your next of kin in the event of an emergency. You should provide us with at least one contact person. You must let your Case Officer know if there are any changes to your contact person, such as address or phone number.

Initial Health Assessment

Within four hours of your arrival trained health and mental health staff will carry out a health and mental health examination. Health staff will also ask you if you are already linked to any health services.

You should tell the nurse if you are on any medication, are suffering withdrawals from alcohol or drugs, have any medical problems, or have any infectious or long-term illnesses.

You may make an appointment with AMC nursing staff to see a doctor or dentist.

Case Management

You will be allocated a Case Manager (AMC Probation and Parole Officer) who will explain how case management works.

Your Case Manager will prepare a Case Plan, which he or she will discuss with you. Your Case Plan will set out what is expected of you regarding programs, vocational education and training; employment and other occupation.

The Plan will form part of your case management file, which documents your progress while in custody. Staff involved in your case management make comments or case notes in the file regarding your behaviour, participation, compliance and any discipline that you are subject to. Case Managers within the AMC and in the community, if you are released to a community order, will have access to your file and all case notes recorded.

Case management is the best way for us to assess your needs and to work with you to meet those needs. How well you work with your Case Manager and Case Officer (Correctional Officer) will affect your classification and accommodation, how you progress through the AMC and what access to privileges you have.

Your Case Manager will be keen to involve your family in your case management, where appropriate. If you are unsure who your Case Manager is at any time you should ask an officer to find out.

In addition to a Probation and Parole Case Manager, Custodial Officers at AMC work as Case Officers. As these officers spend the most time with you they are best placed to observe how you are feeling and to hear any concerns or ideas you may have. You will be allocated a Custodial Case Officer who will show an interest in your wellbeing and progress with your rehabilitation. Your Case Officers can advise you about how the AMC operates and answer any questions you have. Your Case Officer will also make case notes to inform your Case Manager about your behaviour and will talk with your Case Manager about your needs and other observations. If you are unsure who your Case Officer is, you can speak to the Custodial Officer Grade 2 (CO2) in your area. Area CO2s have a star on their shoulder lapels.

If you have concerns about Case Management at AMC, you can request to speak with the Case Management Team Leader, or the Offender Services Manager.

Personal Identification Card

You will be issued with a Personal Identification Card (PIC). You must carry it with you at all times and produce your card when requested by staff, or when accessing services within the AMC.

You must produce your PIC each time you receive medication. Failure to show your card to medical staff may result in medication being withheld until you can do so.

Your PIC displays your name, your number, your photograph and the date of the photograph. If you lose or damage your PIC, you will have to pay for the replacement card from your personal trust account.

4 – ACCOMMODATION AND SECURITY CLASSIFICATION

The AMC is a campus-style maximum, medium and minimum security prison with two types of detainee accommodation; cell blocks and cottages. Around an area known as the Town Square are a number of buildings for programs, education, health and activities.

Your accommodation will reflect your security classification. Your security classification will be determined by a number of criteria, including: your offence, your previous contact with Corrective Services and/or courts, your behaviour both current and previous if applicable; compliance with your Case Plan and participation in programs, your safety and the safety of others and any security concerns such as discipline matters and provision of clean urines. If you are assessed as at risk of being deported or escape these factors will also be taken into account. You may also be re-classified if officers have concerns about your wellbeing.

Your classification will be re-assessed at regular intervals and your compliance and progress toward your rehabilitation will be the primary consideration in re-classification. You can discuss your security classification with your Case Manager.

Sentence Planning Group

The Sentence Planning Group (SPG) is the group who will meet with you to consider, discuss and recommend your placement and classification. The SPG is chaired by the Case Management and Classification Co-ordinator and a Senior Corrections Officer. A Case Manager or Case Management Team Leader, Indigenous Liaison Officer, Program staff or others involved in your Case Management, including your family or significant other may also be present.

Where possible, you will meet with the SPG within two weeks of your admission. This may be delayed for operational reasons or if you are moved between areas such as from the remand compound to sentenced area. If you have concerns regarding your classification you may speak with your Case Manager.

Solaris - Therapeutic Community

Solaris is a Therapeutic Program offered to detainees within the AMC who wish to address substance abuse issues. Detainee's who are in treatment within Solaris live separately from the general prison population and participate in treatment for a period of six months. If you wish to know more about Solaris you should talk with your Case Officer.

Care of Accommodation

You must ensure that your accommodation, clothing, bedding and any items issued to you are kept clean and in good order. Detainees in cottages are encouraged to do their own cooking and to participate in the running of their unit. The cottages have single rooms, which are equipped with computer data points.

AMC buildings are equipped with heating. Windows should remain closed at night during the winter months.

You may not enter another detainee's cell, room or cottage unit without the approval of a Corrections Officer. **A cottage detainee is not permitted to pass or receive any item to/from a detainee in the cell block nor approach within 10 metres of the cell block without the approval of a Corrections Officer.** These actions could constitute a breach of AMC directions and may result in disciplinary action.

You may not approach within 10 metres of fences separating different areas of the AMC without the approval of a Corrections Officer. To do

so, could constitute a breach of AMC directions and may result in disciplinary action.

If you don't feel safe

Your safety is very important. If you feel unsafe or threatened at any time or have problems associating with other detainee's, you should inform staff immediately.

There is an emergency call button in your cell or unit so you can get help if needed. It must only be used in genuine emergencies. Misuse of the emergency button may result in disciplinary action.

For your own safety you can ask to have restricted association with other detainees. This may be because of the nature of your offence or issues you have with other detainees. You may also be placed on protection; this can be part of the classification process. You should talk to your Case Officer about any of this.

5- LIFE AT THE AMC

A structured day

At the AMC your day is structured around work, programs, visits, vocational education and training (VET) and recreation. A slightly different routine applies at weekends. Failure to comply with the AMC's routine may result in disciplinary action.

Detainee Delegates

Detainee Delegates are employed in each area to assist with your induction, provide advice and guidance and to represent all detainees at a monthly meeting with AMC Senior Managers. You should identify your area delegate and you may raise any concerns with them.

Musters

Musters occur at various times throughout the day to make sure that all detainees are accounted for and are fit and well. You must attend all musters as they are called. Failure to do so may result in disciplinary action.

Detainee Trust Accounts

Money you had with you when you came into custody will have been placed into your detainee trust account. Wages and unemployment benefits are put into your account, and family or friends may deposit money in your account. There is a limit of \$150 per week that each detainee can receive into their trust account. You can use the account to make purchases from the buy-ups and to credit your telephone account. You can ask a staff member to check

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the balance in your account. Subject to the Operations Manager's approval, the AMC's Accounts Officer can make arrangements for withdrawals from your personal bank account.

Tobacco

SMOKING IS NOT PERMITTED INSIDE ANY AMC BUILDINGS INCLUDING CELLS AND COTTAGES

At the AMC you may smoke only in designated areas. For your protection smoke detectors have been fitted in all cells. Tobacco may be purchased from the canteen buy-up. Smoking in restricted areas is a breach of AMC directions and may result in disciplinary action.

Smoking is harmful to your health and the health of others. If you are a smoker, we will give you every encouragement and assistance to quit.

Quitline can be accessed by the detainee telephone system free of charge

Buy-up

The AMC has two 'buy-ups': the canteen buy-up and the activities buy-up.

On the canteen buy-up you may purchase a range of items, such as toiletries, food, soft drinks, tobacco, and stationery items. Depending on your buy-up access privileges and arrangements, you may purchase your buy-up items weekly, by filling in the buy-up form. The amount you can spend at any buy-up will also be determined by your privileges. Payment for the items ordered will be taken from your trust account and you will be able to collect your items from the buy-up delivery area at the times allocated for your accommodation area. Your buy-up times and arrangements will be displayed in your accommodation area.

Activities buy-ups occur monthly, and allow you to purchase a range of electrical, sporting and other items. Buy-up limits and items are subject to regular review, as are detainees' access rights and privileges.

Medical staff may recommend the removal of a detainee's buy-up privileges if the privilege is inconsistent to the treatment being given for a diagnosed medical condition. This ban may be a total ban or item specific.

Detainees may have their buy-up privileges reduced or removed following discipline.

Contraband – Prohibited Items

Possession of a prohibited item may result in disciplinary action. Prohibited items include:

- Mobile phones and accessories, including but not limited to SIM cards, batteries,
- chargers and earpieces;

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- computers;
 - USB/ Flash drives;
 - portable TV/ DVD players;
 - intoxicating liquor (commercial or homemade);
 - non-prescription drugs and other illegal substances;
- implements used for administering drugs and illegal substances – including but not limited to hypodermic equipment, cones, bongos or any drug paraphernalia;
- prescription drugs other than those authorised by medical staff;
 - any implement designed as or able to be used as a weapon or to assist in aiding an escape;
 - firearms, ammunition, knives, any cutting blade, and replicas of the aforementioned;
 - tattoo guns (commercial or homemade);
 - property belonging to another person;
 - cigarette lighters;
 - aerosol spray canisters;
 - compact discs (CDs) or digital versatile disks (DVDs);
 - recording devices of any format (including MP3 Players);
 - cameras and/or video recording equipment;
 - currency;
 - cooking equipment;
 - explosives or explosive devices (commercial or homemade);
 - scissors;
 - paint;
 - oil;
 - acid;
 - glue;
 - herbicide/fungicide/insecticide;
 - keys (commercial manufacture or homemade), except cell/room privacy key;
 - vegemite;
 - tools and cutting implements of any kind;
 - offensive material; and
 - any other item deemed inappropriate by the General Manager.

This list is subject to change. You will be notified of any changes to the list.
Personal Property

In your cell or room you are permitted to have a specific number of items. Approved items will be made known to you and have not been included here as they can change from time to time. You may also have in your cell or room buy-up items, educational material and medications that have been approved. All photos and cuttings must be placed on the notice board in your cell or room and must not be stuck to walls or windows. No offensive or R-rated material will be permitted to be displayed.

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You may make a request for additional items of property to be issued to you. Such a request must be made in writing on a request form, which can be obtained from your unit manager. All necessary clothing will be provided to you and you may purchase additional items.

Meals

The meals and other food provided by the AMC have been designed to meet Australian dietary guidelines. If you have any special medical, religious, spiritual or cultural dietary needs you should notify your Case Officer.

The AMC kitchen prepares the food served in cell blocks. In the cottages the detainees in each unit can organise and prepare their own meals.

Misappropriation of food of any kind could constitute a breach of AMC directions and may result in disciplinary action.

Television/Computer/Internet Access

The television screen in your room or cell has a multi-screen feature that can provide a range of information. Televisions are placed in cells. Detainees in cottages have access to a communal television in the cottage unit and may hire or purchase their own television for their room.

The AMC provides detainees with access to a computer system that allows for limited intranet, internet and email access, thereby providing access to the news media, library services and educational/learning systems. This system can be accessed from computers located in common areas in cellblocks or cottages, the Education Building, Library, and the Women's Community Centre. You may also rent a computer to install in your room by completing a rental request form which must be sent to Activities Officers. Note: it may take up to 21 days to activate your rental computer, however, you will not be charged for it until it is activated. Computers are used in conjunction with the provision of newspapers and other news and educational media.

Risk of Suicide and Self Harm

We are aware that the experience of imprisonment can sometimes cause extra stress or worry. Sometimes you may feel like you are not coping, or that you need someone to talk to. If you feel like this, or if you think someone else is feeling like this, we encourage you to notify staff immediately. If you are having thoughts of suicide we also encourage you to notify staff immediately, and appropriate assistance can be provided.

Lock Downs

A lock down is when all detainees are locked in their accommodation units. Lock downs may happen without notice.

Revised Oct 2013

You will be informed by an announcement when a lock down is to occur and you must obey any instructions that are given.

Emergencies

The AMC has emergency evacuation plans and procedures. In the event of an emergency, such as fire, you must obey all instructions given by staff to ensure a smooth response and evacuation if necessary.

Drug Testing

Drug testing is conducted at the AMC via urinalysis and drug detection devices. If you refuse to cooperate, disciplinary action will be taken.

Language and Cultural Services

If you are not a resident of Australia, staff can help you contact your embassy or consulate. Translator/interpreter services can be arranged if necessary.

Aboriginal and Torres Strait Islanders Detainees

If you are an Aboriginal or Torres Strait Islander, you will have access to an Indigenous Liaison Officer. You will also have access to programs, health and other services that are designed to meet your needs.

Religious and Spiritual Activity

Every effort is made to provide you with access to religious clergy of your choice, subject to normal security requirements.

Laundry

In the cottage units and cells, detainees can wash items of personal clothing. All other washing, such as sheets and towels will be washed in the AMC's laundry.

Voting

Detainees enrolled to vote in the ACT are eligible to vote in ACT elections regardless of sentence length. Detainees serving a term of imprisonment of less than three years may vote in Federal elections. AMC staff are able to provide detainees with voting enrolment forms and postal vote applications upon request.

Library

The AMC's Library contains a range of reading material that can be accessed in accordance with the AMC's timetable.

Detainee Marriages

You may apply to marry or to register a civil partnership, while at the AMC. Discretion to grant a marriage application or an application to register a civil partnership rests with the General Manager, Custodial Operations.

Requests, Grievances, Complaints

The AMC has procedures in place for dealing with detainee requests, grievances or complaints. All requests are to be submitted on a request form, which can be obtained from staff.

Grievances and complaints may be made verbally to staff or in writing on a detainee complaint form – all grievances and complaints will be assessed and feedback given. In addition, you can contact external complaint bodies such as the Official Visitor, the Ombudsman and the Human Rights Commission.

Making a formal complaint knowing that it is false constitutes a breach of AMC directions and may result in disciplinary action.

6 – VISITS AND OTHER CONTACT

ACT Corrective Services believes it is important for you to maintain contact with your family and friends and gives you the opportunity to have a maximum of one visit per day (six days a week) from family members and friends. You are limited to four adults and a reasonable number of children per visit. The maximum number of visits you are permitted each week is related to your accommodation type, privileges regime, and any applicable disciplinary penalties. You have the right to refuse a visit.

To avoid clashes between visits and education or programs, you should make your visitors aware of your program and activity timetable. Where possible, visits should be booked 24 hours in advance. Visits will be accepted on the day subject to space being available and visits occurring at that time for the particular accommodation area and/or classification of the detainee.

The telephone number for making a booking is **02 6205 8589**.

Visits - General

Generally detainees are permitted contact visits. However, this is at the discretion of the General Manager, Custodial Operations and non-contact visits may be imposed for a particular detainee or visitor.

A non-contact visit is defined as a visit in which detainees and visitors are physically separated by a barrier. Detainees and visitors subject to non-

contact visits are not to have physical contact at any time. A visitor or detainee may request that a visit be a non-contact visit.

A **banned visitor** is prohibited from visiting the AMC or the AMC grounds for a period of time to be determined by the General Manager, Custodial Operations, with the exception of being permitted to attend the AMC reception to drop off money for a detainee's trust account.

Ex-detainees Visitors

Visitors who have been in ACTCS custody within the last five (5) years must write to the General Manager, Custodial Operations, requesting permission to visit. Upon considering the request the General Manager, Custodial Operations, may:

- deny the request;
- approve non-contact visits for a specified period of time (at which point a review will take place); or
- approve contact visits.

Detainees from the Cottages and the Transitional Release Centre wear their detainee issued clothes to visits. All other detainees wear white visits overalls for the duration of the visit. Any detainee may be required to wear the issued white overalls.

Visiting Rules

Rules are displayed in the Visits Centre and must be obeyed at all times:

Visitors must comply with all reasonable directions given to them by Corrections Officers. Failure to comply with a direction may result in the visit being cancelled and/or the visitor being required to leave the correctional centre.

Private Family Visits

Depending on your accommodation type and privileges regime, you may apply to have visits within the AMC's family visits rooms. The purpose of these visits is to foster positive family relationships and ease the transition from prison to the community. A family visit may be taken in any one period during the visiting day, for example the morning or afternoon sessions, and must cease at the conclusion of that period. Family visits are a privilege and approval will depend on your behaviour. You must apply for this type of visit, and satisfy certain criteria prior to approval.

For further information about family visits you should speak to your Case Officer.

Barbecue Visits

Detainees may have access to a barbecue during their visit. Where a visitor wishes to access this, they should indicate this when booking the visit.

Telephone

Following admission you will be permitted to make a phone call to a family member or friend.

To make other phone calls you will need to apply for a personal phone account, listing up to ten numbers. Your phone account will usually be set up within 24 hours and you will be issued with a confidential pin number. You must not make your phone account available to anyone else or use another detainee's phone account. The use of another detainee's phone account may result in disciplinary action.

The number of calls you are able to make is limited by the funds in your phone account. Personal calls are strictly limited to ten minutes duration. They may be made during normal 'out of cell' times provided the call does not conflict with work or programs. Payment for calls will be made from your account, with some exceptions for special circumstances. You or your visitors may transfer funds to your phone account.

In addition, there is a list of free calls and you may access these free call numbers during out of cell hours.

If you do not have money in your phone account you can still make one phone call to your family once a week.

You cannot accept incoming calls; however messages may be given to you in an emergency.

Access to the Detainee Telephone System may be denied or restricted on a number of grounds. Personal calls made on the Detainee Telephone System may be monitored and recorded. The privacy and confidentiality of calls to your legal representative, the Official Visitor, the Human Rights Commission, the Ombudsman and to other detainee service agencies on the free call list will be respected and these calls will not be monitored.

Mail

You have the right to send and receive unlimited mail. Writing materials are supplied and stamped envelopes may be purchased at the buy-up. All outgoing mail must be unsealed for checking and the identity of the sender (name and PID number) must be on the back of the envelope. If the sender cannot be identified the mail will not be sent.

Revised Oct 2013

Incoming mail may be opened, searched and read, where appropriate. protected mail from such areas as your lawyer, an Official Visitor, the Ombudsman, the Public Advocate and the Human Rights Commissioner will be delivered to you unopened.

7 - HEALTH CARE

Medical Treatment within the AMC

At the AMC you have access to essential medical, dental and mental health services in keeping with generally accepted community practices and standards, including access to screening, referral and treatment services.

Initial Health Assessment

A clinician from the Hume Health Centre, Justice Health Services, will carry out a general health assessment of you within 4 hours of your arrival at the AMC. Health staff may ask you what health services you were using in the community to help continue your health care.

You should tell the Nurse if you are on any medication, are suffering withdrawal from alcohol or drugs, have any medical problems, or have any infectious or long-term illnesses.

You may make a request to see a Doctor or Dentist or Mental Health, the Nurse will explain how you do this.

Infectious Diseases

As part of the AMC's duty of care it has procedures in place to deal with infectious diseases, and treats all situations as a possible source of infection. The AMC recognises the right to privacy of a detainee who has or may have an infectious condition.

Transfers to Hospital

Although the AMC has the capacity to address most of your health needs, in the event of serious illness it may be necessary to transfer you to hospital. Procedures are in place to ensure your safety and security should this occur.

8 - DISCIPLINE

The following procedure applies to a detainee who is alleged to have breached AMC discipline:

- the Corrections Officer, may issue the detainee with a warning, or reprimand or counsel the detainee, or may apply to a senior officer for a disciplinary investigation to commence;

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- the senior officer will investigate the alleged breach, interview the detainee and explain the disciplinary process to him/her; that senior officer may progress the matter to a superior officer, or may refer the matter to the AFP. At this point, the detainee may respond by providing a statement or comment in the Investigator's Report, with the assistance of a Corrections Officer if necessary;
- the superior officer may take the matter no further, or may decide to refer the matter to the AFP or the Director of Public Prosecutions or give the detainee a Charge Notice. Where the detainee is given a Charge Notice he/she may respond by completing a section of the Charge Notice. In this case, the detainee has the option of accepting the charge and the disciplinary action, or of having the matter reviewed. Regardless of the detainee's decision to accept the penalty or not, the penalty indicated on the charge notice will remain in place until the outcome of the review.
- where the detainee requests a review, an internal inquiry, which may include a hearing, is carried out by the Operations Manager. In all cases the detainee is given the opportunity to make submissions. After conducting the inquiry, the Operations Manager, may decide to dismiss the charge, uphold the charge or refer the matter to the AFP or the Director of Public Prosecutions;
- where the detainee requests review of the Operations Manager's decision, the General Manager, Custodial Operations conducts an inquiry and the detainee has the opportunity of making a submission. The General Manager, Custodial Operations may dismiss the charge, refer the matter to the AFP or the Director of Public Prosecutions, or uphold the charge;
- where the General Manager, Custodial Operations decides to uphold the charge the detainee may request review by a Magistrate. The Magistrate will conduct an inquiry and the detainee has the opportunity to make a submission. The Magistrate may uphold the charge, dismiss the charge, or refer the matter to The AFP or the Director of Public Prosecutions.

During the course of an investigation the detainee may be segregated to protect any victims, witnesses or any other persons for the good order of the AMC or to allow an investigation to be carried out effectively. This is known as "investigative segregation". Where a detainee does not agree with segregation he/she may request review by the General Manager, Custodial Operations, and, if not satisfied, by a Magistrate.

A finding of a disciplinary breach may result in the detainee being subjected to separate confinement. Separate confinement is not solitary confinement.

Penalties that may be imposed include:

- a fine of no more than \$500
- withdrawal of privileges for no longer than 180 days
- a requirement to perform extra work

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- separate confinement
- in addition to any of the above, reparation by the detainee of no more than \$100 to compensate a person who suffered loss as a result of the detainee's disciplinary breach.

A Discipline Information Sheet for detainees is available if you would like more information.

Types of disciplinary breaches are listed as follows:

- contravening a lawful direction given to the detainee by a Corrections Officer
- being in a prohibited area without a Corrections Officer's approval
- smoking in a non-smoking area
- taking (in any way) alcohol or a drug into the detainee's body
- providing a positive test sample for alcohol or a drug when directed to provide a test sample, under the *Corrections Management Act 2007* or the *Crimes (Sentence Administration) Act 2005*
- making, possessing, concealing, knowingly consuming or dealing with a prohibited thing, without a Correction Officer's approval
- gambling
- being disrespectful or abusive towards a Corrections Officer in a way that undermines the officer's authority
- being disrespectful or abusive towards someone in a way that is likely to provoke a person to be violent
- intentionally or recklessly engaging in a conduct that endangers, or may endanger, the health or safety of the detainee or anyone else
- fighting
- assaulting someone else
- theft
- possessing stolen property
- possessing or dealing in things without a Corrections Officer's approval
- intentionally or recklessly damaging or destroying property belonging to someone else
- interfering with property belonging to someone else, without approval by the owner of the property
- interfering with anyone's personal monitoring device without a Corrections Officer's approval
- creating or participating in a disturbance, or other activity, likely to endanger security or good order

- contravening a condition of any of the following
 - a direction under section 204 (local leave directions)
 - a local leave permit
 - an interstate leave permit
- doing anything for the purpose of escaping, or assisting a detainee to escape, from detention
- offering, giving or taking a bribe
- attempting, or assisting anyone else attempting, to commit a disciplinary breach

9 – LEGAL SERVICES

Getting legal advice

Legal Aid solicitors come to the AMC regularly, and you can also speak with Legal Aid on the Detainee Telephone System (DTS) free of charge.

You may contact your solicitor through the DTS. Phone calls to your private solicitor will be charged at normal call rates and will not be monitored.

Bail

The court may grant you bail with a number of conditions. Legal Aid can answer any questions about bail. Your family can also make enquiries about bail with the Clerk of the ACT Magistrates Court for you. You can also contact the Magistrates Court free of charge using the DTS.

Bail can be entered at the AMC or at the ACT Magistrates Court. Your family/friends should contact the place where bail is entered before attending, to make sure they bring with them any documents or papers they need.

If you have been granted bail and need assistance or are not clear about your bail conditions, ask your Case Officer for help.

If you have been refused bail, please contact your solicitor or Legal Aid for advice.

All applications for bail or review of bail must be made on the correct bail application form, which is available from your Case Officer. Currently, Supreme Court bail applications must be submitted by close of business Tuesday for an opportunity for a court date on Friday. This may be subject to change.

Appeals

You have up to 28 days after sentencing to lodge an appeal in the ACT Supreme Court.

Corrections staff can provide you with the appropriate application forms if you wish to lodge an appeal and can assist you to contact Legal Aid.

Attendance at Court

You will be informed as necessary of arrangements relating to attendance at court. For your court appearances, you may request court clothing to be issued to you. Court clothing will be kept with your stored property in the property store at the AMC until required.

These articles of clothing may be brought in for you by family members or friends. All items will be subject to searching. If a family member or friend is not available to supply court clothing, you can make arrangements with charitable organisations by submitting a request using a detainee request form or by asking an officer, the Official Visitor or your Case Manager to assist you.

10 - PROGRAMS AND EMPLOYMENT

A range of educational, vocational (work related) and other programs are available at the AMC. You will be encouraged to actively participate in programs and activities and your Case Manager will work with you to determine which programs are right for you.

Paid work is available within the AMC and you are encouraged to participate. However, you must complete the Compulsory Orientation Program which includes Workplace Health and Safety, through AMC Education in order to attain employment. Your Case Manager will provide you with the necessary information. Workplace Health and Safety principles apply to work within the AMC.

A detainee payment scheme operates within the AMC that is designed to encourage detainee participation and to reward rehabilitative efforts. The payment system provides for a range of detainee payment amounts depending upon participation in employment and other programs.

11 - RELEASE AND TRANSITIONAL RELEASE

The AMC caters for detainees nearing the end of their sentence and who are eligible for transitional release. Detainees who are accommodated in the Transitional Release Centre (TRC) will be encouraged and assisted to undertake employment and/or programs in the community to assist their transition.

Detainees eligible for release will be discharged from the AMC in accordance with any warrant that is in effect. Detainees undergo a health assessment within 7 days prior to their release.

A detainee may also be discharged from the AMC on temporary leave, such as day leave or a leave of absence, subject to an internal approval process or direction from the courts.

12 - OFFICIAL VISITOR

The duties of the Official Visitor include visiting and inspecting the AMC and any places where detainees are directed to work, inquiring into complaints by detainees, and conducting investigations into complaints.

13 – PROBATION AND PAROLE

In the AMC a Throughcare Case Management model, which encompasses training, education, rehabilitation and work experience, operates within custodial and community environments. Throughcare planning aims to establish post release community support networks prior to the involvement of ACT Corrective Services ceasing.

If you have a sentence with a non parole period, you are required to make a written application for parole. The application form can be obtained from your Case Manager. You may make this application no earlier than six months before your eligibility date. You are encouraged to work with your Case Manager in relation to your application for parole.

Remember

If there is anything you are unsure about at any time, speak to Corrections staff, your Case Officer, or your Case Manager.



Department: Justice and Community Safety	Position Title: Programs Officer
Agency: ACT Corrective Services	Position Number: 14701 (Several)
Unit: Community Based Corrections	Classification: ASO 6/PO2
Section: Offender Intervention Programs Unit	Version: May 2008

Our Vision: A safe, fair and peaceful community, where legal and human rights are protected by the justice system.		Organisational Chart
Department	Agency	Unit / Section
Justice and Community Safety The activities and services that we deliver or contribute to, are fundamental to the maintenance of the rule of law, our Westminster style of democratic government and the appreciation of principles of fairness, equity and tolerance in the relationship between the government and our community. Our vision is achieved through providing high quality legal, law-related and regulatory services. Together, our services are directed towards outcomes that: <ul style="list-style-type: none"> • protect the rights, safety and property of citizens; • deliver a justice system that protects the community, supports victims, treats accused and convicted persons fairly and provides offenders with the opportunity for reintegration • promote a fair, equitable, inclusive and democratic society. 	ACT Corrective Services MISSION As a partner in the criminal justice system, to contribute to community safety through excellence in the delivery of adult correctional services that hold the confidence of the community by: <ul style="list-style-type: none"> • Encouraging and promoting the rehabilitation, reintegration and throughcare of offenders. • The safe, humane and, where appropriate, secure management of offenders and prisoners. VALUES To be an organisation that contributes to a safe, strong and cohesive community through the delivery of custodial and community corrections services and programs that are recognised for their level of excellence.	Community Based Corrections/ Community Based Corrections through its throughcare approach to the supervision of offenders and provision of rehabilitation programs for offenders provides a seamless transition for offenders on their rehabilitative journey towards leading law abiding lives. Probation & Parole Unit (PPU) The Probation & Parole Unit provides advice to Courts and releasing authorities on the background and attitudes of offenders on Community Based Orders (eg bail supervision, probation and parole) and refers offenders to appropriate community based or residential services to assist with addressing a variety of issues (eg drug and alcohol abuse, grief and loss issues, self esteem and relationship issues). The Reparation's Unit is responsible for the administration and supervision of good behaviour orders with a community service component. Offender Intervention Programs (OIP) The Offender Intervention Programs Unit provides a range of offence related educational and therapeutic group work and counselling programs for persons subject to supervision by ACT Corrective Services and for those who are in an ACT custodial setting.
		Reporting Relationships <pre> graph TD ED[Executive Director] --> DED[Deputy Executive Director] DED --> SMC[Senior Manager, Community Based Corrections (SOG A)] SMC --> OSM[Offender Services Manager] OSM --> OIPM[OIP Manager] OIPM --> PO[Programs Officer ASO6/PO2] </pre>



Department:	Justice and Community Safety	Position Title:	Programs Officer
Agency:	ACT Corrective Services	Position Number:	14701 (Several)
Unit:	Community Based Corrections	Classification:	ASO 6/PO2
Section:	Offender Intervention Programs Unit	Version:	May 2008

Duties / Responsibilities

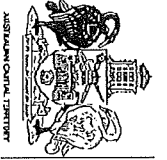
Under limited direction:

1. Facilitate rehabilitative programs provided by ACT Corrective Services. This includes the delivery of cognitive skills group programs and other programs eg Adult Sex Offender, RRR and/or alcohol and Drug programs for offenders in the Alexander Macconochie Centre and the community and may involve evening and the opportunity for weekend program delivery.
2. Undertake program suitability assessment and maintain records, statistical and other data for program evaluation.
3. Research, develop, implement and coordinate best practice rehabilitative programs in a correctional environment.
4. Liaise with case managers, program facilitators and professional supervisors to ensure program success and integrity and as part of the throughcare approach to the management of offenders.
5. Provide training as required.
6. Actively participate in professional supervision.
7. Provide information and advice to, and liaise with stakeholders regarding correctional interventions.
8. Develop policies and procedures, and contribute to the administration, program delivery and co-ordination of the unit including maintain up to date case notes, assessments, reports, case tracking, program evaluation and other documentation, files, records, statistics and other data relevant to facilitation of programs.
9. Actively participate in evaluating programs and contribute to a continuous process of review to ensure program quality, integrity and effectiveness is maintained and enhanced.
10. Maintain records in accordance with the *Territory Records Act 2002*.
11. Assist senior members with other work in the unit to ensure the objectives of unit are achieved.



Department:	Justice and Community Safety	Position Title:	Programs Officer
Agency:	ACT Corrective Services	Position Number:	14701 (Several)
Unit:	Community Based Corrections	Classification:	ASO 6/PO2
Section:	Offender Intervention Programs Unit	Version:	May 2008

Selection Criteria	Criterion Behaviour
<p>Professional Expertise</p>	<p>A response should be made to each individual Selection Criteria. Applicants should address the numbered selection criteria only. Examples are included to assist applicants address the selection criteria. Please limit your response to one A4 page (maximum) against each of the selection criteria</p> <p>1. Undertake case management For example</p> <ul style="list-style-type: none"> - Provide for client needs and monitor progress on a regular basis; and - Facilitate client's development. <p><i>Further guidance:</i> <i>The occupant of the position is required to manage the quality of case management services which includes:</i></p> <ul style="list-style-type: none"> - Assess offenders risks in relation to offending behaviour; - Analyse nature of and degree of risk; - Develop interventions to address identified risks; and - Undertake case management.
<p>Communication</p>	<p>2. Manage personal work priorities and professional development</p> <p>For example:</p> <ul style="list-style-type: none"> - Establish personal work goals; - Set and meet own work priorities; and - Develop and maintain professional competence. <p>3. Use complex workplace communication strategies and compose complex workplace documents</p> <p>For example:</p> <ul style="list-style-type: none"> - Prepare complex communication; - Analyse and respond to opinions; - Present a convincing argument; - Develop a range of communication strategies; - Interpret and evaluate workplace information; - Compose complex written material; and - Edit written material. <p><i>Further guidance on written communication:</i> <i>Complex written documents could include case notes, reports to courts, and other internal and external agencies regarding offender progress.</i></p>
<p>Information</p>	<p><i>Further guidance on written communication:</i> <i>Complex written documents could include case notes, reports to courts, and other internal and external agencies regarding offender progress.</i></p>



Department:	Justice and Community Safety	Position Title:	Programs Officer
Agency:	ACT Corrective Services	Position Number:	14701 (Several)
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Section:	Offender Intervention Programs Unit	Version:	May 2008

Selection Criteria	Criterion Behaviour
Client/Customer Service	<p>4. Undertake research and analysis For example:</p> <ul style="list-style-type: none"> - Identify and undertake research; - Analyse information and apply the results of analysis; - Maintain information systems; and - Compile reports from information systems.
Legislation and Compliance	<p>5. Develop client services For example:</p> <ul style="list-style-type: none"> - Analyse client needs; - Review client service; - Promote client services; and - Develop and enhance client service.
Fair and Safe Work Practices	<p>6. Encourage compliance with legislation in the public sector For example:</p> <ul style="list-style-type: none"> - Assist others to comply with legislation requirements; and - Act on non-compliance. <p><i>Further Guidance:</i> <i>Actions that might constitute breaches of legislation are identified and discussed with others in accordance with operational requirements. Possible breaches of legislation are acted upon or referred promptly to an authorised person/body in accordance with organisational procedures.</i></p>
Qualifications and Other Requirements	<p>7. Value diversity, promote the values and ethos of public service and contribute to workplace safety For Example:</p> <ul style="list-style-type: none"> - Promote the benefits of diversity; - Contribute to diversity outcomes; - Provide ethical leadership; - Balance competing public interests; - Establish and monitor processes and practices that encourage integrity; - Contribute to participative workplace safety arrangements; and - Identify hazards and control risks.



Department: Justice and Community Safety	Position Title: Programs Officer
Agency: ACT Corrective Services	Position Number: 14701 (Several)
Unit: Community Based Corrections	Classification: ASO 6/PO2
Section: Offender Intervention Programs Unit	Version: May 2008

Selection Criteria	Criterion Behaviour
	<ul style="list-style-type: none"> - Certificate IV (Assessment and Training) and qualifications in the Psychological, Education, Social Work or Behavioural Sciences are highly desirable. - The successful candidate will be required to undergo a police criminal history check and a psychological assessment. - The successful candidate may have the opportunity to perform some weekend work. - A current driver's licence is essential. - Intermediate first aid certificate will be required.

Programs facilitated by the Corrections Programs Unit consist of:

Adult Sex Offender Program (AMC and Community)

A group based therapeutic program for men convicted of a sexual offence or a sexually motivated offence. Duration is recommended as 18 months to two years based on 1 session per week. There are four modules to the program, completed sequentially but individually paced, tailored to each participants needs (further attachment).

This program is only available to sentenced detainees and offenders.

Cognitive Self Change Program (AMC and Community)

The Cognitive Self Change (CSC) program takes participants through a series of four steps designed to facilitate their skills development in mindfulness, objectivity, recognition of how their own risk thinking, attitudes and beliefs lead them to harmful and or rule breaking behaviour and building competency in restructuring their thinking creatively to replace criminogenic thinking while maintaining self esteem.

Program duration is dependent on the participants attending, doing homework and achieving competency in the required skills. Motivated participants can complete the program in around 32 weeks; less motivated participants may take up to 12 months to complete the program.

This program is only available to sentenced detainees and offenders.

Family Violence Program (AMC and Community)

Similar to the CSC program, Family Violence (FV) participants are appropriately challenged to consider situations where they have harmed family members across a broad range of behaviours considered controlling or abusive. They are required to address all family violence related incidents that are recorded on their criminal history as well as acknowledge other incidents of harm that have not been responded to by the criminal justice system.

Program duration is dependent on the participants attending, doing homework and achieving competency in the required skills. Motivated participants can complete the program in around 24 weeks; less motivated participants may take up to 12 months to complete the program.

Broad goals of the FV Program include: victim safety, addressing violence and abuse, offender recognition of harm done, promoting offender insight into their harmful patterns of behaviour, development of skills designed to restructure thinking that leads to risk of FV.

This program is no longer available, as being replaced by the Domestic Abuse Program (see below). There are no new referrals being received and it is expected that the last group will finish in the first quarter of 2014.

This program is only available to sentenced detainees and offenders.

First Steps Program (AMC and PDC)

This is a psycho educational program, not specifically therapeutic based.

The First Steps program is provided to detainees and aims to support participants with the challenges faced when ceasing or reducing substance use. First Steps is a short Alcohol and Other Drug Awareness, education program, designed to assist offenders identify risk factors associated with relapse and develop healthy alternative coping responses to habitual substance misuse and offending behaviour. Program duration is six sessions delivered over six weeks, or three weeks if delivered twice per week.

This program is available to sentenced and remanded detainees. It is only available in the AMC and PDC.

SMART Program (AMC)

SMART is psycho-educational drug and alcohol relapse prevention program and supports offenders to expand upon and consolidate skills.

The program aims to improve participant's mental and physical health, increase lifestyle opportunities and enhance quality of life. These goals are achieved through comprehensive analysis of the factors that trigger substances misuse, and by assisting participants to learn and consolidate the knowledge, skills and confidence needed to make informed decisions when considering future substance use. Program duration is 8 sessions delivered over 8 weeks.

This program is available to sentenced and remand detainees and offenders.

*SMART is co-facilitated with Directions ACT staff.

Anger Management Program (AMC)

Anger Management is a psycho educational program aiming to educate participants on how to recognise anger cues and cognitively restructure to control their anger. It is a eight session introductory program. The program aims to assist detainees by developing and increasing self-awareness, self management and conflict resolution skills with the view promoting self efficacy and more appropriate coping strategies.

Program duration is six sessions delivered over six weeks, or three weeks if delivered twice per week.

This program is available to sentenced and remand detainees.

Being a Man and a Dad (AMC)

This program is designed for men in custody with parenting roles, focussing on managing strong emotions such as frustration and anger and developing parenting skills. It asks men to look at their relationships with their partners and children and workshops on how to develop their strengths in reengaging in a more positive and pro social manner. Topics such as discipline, communication, supporting, quality time with children and dads as role models.

Program duration is a six session program run once a week.

This program is available to sentenced detainees and offenders.

*Dads with Strong Emotions is co-facilitated with Marymead staff

Women's Marymead program (AMC)

This program is to provide an opportunity for women to better understand how self-care interacts with their own mental, physical, emotional and spiritual needs. This program is for females only.

Program duration is a four session program run once a week.

This program is available to sentenced and remand detainees and offenders. It is only available at the AMC.

*This program is co-facilitated with Marymead staff

Domestic Abuse Program (AMC and Community*)

This program is targeted at those offenders who are convicted of a domestic abuse offence towards their spouse. The program looks to address issue within the spousal relationships whether the victim of the offence is current or past partner. The program explores links between behaviours, thoughts and feelings in relation to offending behaviours. The theoretical orientation is a cognitive behavioural approach and restraint theory leading to a model of accepting responsibility and victim safety.

Program duration is 40 session; participants can complete the program in around four months.

This program is available to sentenced detainees and offenders. To commence in the Community in 2014.

This program is only available to sentenced detainees and offenders.

Out of the Dark (Women only – AMC)

This program is for women who have experienced domestic and family abuse as victims. It is designed to help participants identify issues around domestic and family violence and identifies the options and support available for women experiencing this. Women who are dealing with traumatic experiences such as domestic abuse may well have had difficulty engaging in the personal work of rehabilitation and behaviour change in other programs.

This program is available to sentenced and remand detainees and offenders. It is only available at the AMC at this time*.

Program duration is eight sessions; participants can complete the program in around eight weeks.

Harm Minimisation (AMC - CURRENTLY SUSPENDED)

This program is for detainees with substance abuse issues and looks at ways offenders can reduce or eliminate their harmful use and behaviours. This includes effects on physical and psychological health. It is an information only session with the opportunity to discuss individual issues and concerns.

This program is available to sentenced and remand detainees. It is only available at the AMC.

Program duration is 2 hours as a 'one off' program.

Table 23: Parking Review 2011-12

	2009-10	2010-11	2011-12
Parking Infringement Notices Issued	85,342	94,601	95,194
Statutory Declarations ⁽¹⁾	3,342	3,303	3,671
Written representations received	11,928	12,692	10,523
Parking Infringement Notices withdrawn	4,214	2,782	5,119
Summons Issued	225	162	314
Hearings in the ACT Magistrates Court	72	68	87
Client Services			
Parking Operations counter	194	149	138
Telephone contacts	9,373	9,814	7,727

1. Statutory Declarations nominated new owners or different drivers of vehicles.

OUTPUT 2.1 – CORRECTIVE SERVICES

OBJECTIVES

ACT Corrective Services objective is to provide a safe, secure and humane custodial environment and an effective community corrections environment in which detainees are effectively managed, commensurate with their needs and the risks they pose to the community.

The work of ACT Corrective Services impacts directly upon a small but significant element of the Canberra community, detainees and offenders under supervision. This group comprises about 1700-1800 individuals. They are a group with special needs which present special problems for the community as a whole.

ACT Corrective Services aims to reduce the risk of re-offending by people in this group, by providing services and program interventions that address the causes of offending, maximise the likelihood of successful reintegration into the community and encourage offenders to adopt a law-abiding way of life.

PRIORITIES

The organisation embraces continuous improvement and 2011-12 has seen significant achievements including:

- the implementation of a substantial number of recommendations outlined in the Knowledge Consulting review into the first twelve months of operation of the Alexander Maconochie Centre (AMC)
- Improvements in governance arrangements such as work practices across the agency, the successful introduction of an integrated electronic register and data base for goods and services contracts
- Improvements in program delivery and detainee services (such as changes to the detainee classification system)
- the development of a Memorandum of Understanding with the Canberra Men's Centre to ensure seamless service provision
- appointment of an Indigenous case manager at the AMC
- Installation of additional audio visual facilities at the AMC.

Two substantial reviews are currently underway. The first is a management, functional and operational review of Community-Based Corrections and the second is a review of ACT Corrective Services data collection and

management with a view to a more integrated approach to data management. Both reviews are due to conclude in 2012–13.

CUSTODIAL OPERATIONS

ALEXANDER MACONOCHIE CENTRE

Now entering its fourth year of operation, the AMC is Australia's first prison expressly established to operate in a human rights compliant framework, with a strong focus on rehabilitation and community engagement.

Detainee numbers (both sentenced and remand) have increased over the course of the year, from a July 2011 figure of 243, to an end of year figure in June 2012 of 282 (with an average across the year of 259).

Significant changes and developments that have occurred at the Centre during the period under review include:

- appointment of a new Superintendent in December 2011
- improvements in governance arrangements
- enhancement of perimeter security with the installation of a human presence detector in the gatehouse, which improves the surveillance of all vehicles entering and leaving the facility
- relocation of the K9 Drug Detection Unit from Symonston to the AMC
- improvements to operational training capability with the installation of a field training facility at the AMC.

Table 24: Daily Average Sentenced Detainee Population for 2011–12

Non-Indigenous male	137.84
Indigenous male	21.81
Non-Indigenous female	4.84
Indigenous female	1.52
Unidentified Male	2.12
Unidentified Female	0.00
TOTAL	168.13

AVERAGE DAILY COST

The average cost per detainee per day in the 2011–12 financial year was \$389 or (approx \$321 if Report on Government Services – ROGS – counting methodology is used).

Table 25: Daily Average Unsented Detainee Population for 2011-12

Non-Indigenous male	68.85
Indigenous male	16.65
Non-Indigenous female	3.68
Indigenous female	0.85
Unidentified Male	1.09
Unidentified Female	0.00
TOTAL	91.12

Table 26: Breakdown by Maximum Imprisonment Period for Full-Time Detainees
(as per snapshot on 30/6/2012)

	2011-12	%
Unsentenced	91	33.6
< 2 years	75	27.7
2 to < 5 Years	57	21.0
5 to < 20 years	40	14.8
20 years +	4	1.5
Life	4	1.5
TOTAL	271	100

PERIODIC DETENTION

Periodic detention is used in the ACT as a sentencing option and ACT Corrective Services operates a Periodic Detention Centre at Symonston, where offenders are housed at weekends and undertake community service, rehabilitative programs and other activities.

Table 27: Average Daily Number of Periodic Detention Orders (Warrants) * 2011-12

	2010-11	2011-12
Non-Indigenous male	40.77	48.71
Indigenous male	4.90	5.00
Non-Indigenous female	4.08	3.57
Indigenous female	1.62	0.80
Unknown Male	4.38	4.06
Unknown Female	0.00	0.00
TOTAL	55.75	62.14

* The average cost per detainee per day for periodic detainees is \$218 (approx. \$231 if ROGS counting methodology (which incorporates Transitional Release) is used - intended to be aligned formally in 2012-13. Please note that 2010-11 figures were based on attendances rather than warrants and in order to bring these in line with the Report on Government Services (RoGS), OD105 "Average daily population with warrants" figures, the 2010-11 figures were updated for the 2011-12 report.

COURT TRANSPORT UNIT

The Court Transport Unit (CTU) is the third element of ACT Corrective Services custodial services and is responsible for:

- inducting and initial security assessments of detainees remanded or sentenced in the ACT
- transporting detainees and juveniles between Blimberi Youth Justice Centre, the AMC and the Courts
- transporting detainees requiring health treatment/assessment from the AMC to public health facilities
- transporting detainees, (including juveniles) within the ACT
- transporting detainees to the Courts from the regional watch-house
- the safety of Board members and staff at SAB hearings
- the provision of safe and secure custody of offenders awaiting their court appearance.

Court Transport Unit services were enhanced in 2011–12 with the engagement of five additional court transport staff as part of a court security upgrade.

OFFENDER SERVICES AND CORRECTIONS PROGRAMS

Offender Services at the AMC comprises the Case Management and Classification Unit, detainee education (contracted to Auswide Colleges), AMC Library Services and Chaplaincy Co-ordination. Brokering of services from agencies and community organisations and the co-ordination of post-release throughcare is also undertaken.

Five case managers, including one Indigenous case manager and an Indigenous Liaison Officer, are located on site at the AMC. The case managers prepare, implement and monitor case management plans for all sentenced detainees and also for remandees in custody for more than three months. These plans are negotiated with individual detainees to address their personal needs and criminal risk factors.

Corrections Programs Unit (CPU) offer alcohol and other drug treatment and consists of a 20 bed Therapeutic Community located on site,

family violence cognitive skills course, anger management, violent offender and sex offender treatment. The CPU also offers a number of cognitive behavioural therapy programs which address offender criminogenic risks and needs. The Detainee Employment Service also operates the AMC's Transitional Release Centre.

CASE MANAGEMENT AND CLASSIFICATION

Case management plans to address criminal behaviour are currently developed by case managers located at the AMC.

Each plan is reviewed by the Sentence Planning Group (SPG) comprised of the detainee, the detainee's case manager, senior Custodial Officers and the case management and classification co-ordinator. Others may be invited to attend as appropriate, such as the Indigenous Liaison Officer, employment officer, and education staff.

The SPG also considers the detainee's classification and placement within appropriate accommodation at the AMC. Detainees may be placed in cells or in domestic-style cottages in which minimum security detainees are able to prepare their own meals and are given greater freedom of movement around the Centre.

As a result of work done in the second half of 2011–12, ACT Corrective Services has introduced a revised classification policy to be implemented in 2012–13. The new policy provides for a more robust classification process and greater flexibility in minimum classification options.

DETAINEE EDUCATION SERVICES

Detainee Vocational Education and Training (VET) programs are conducted by Auswide Colleges, a not-for-profit registered training organisation. A compulsory induction package is completed and learning needs are assessed to Australian Core Skills Framework standards.

From this an individual learning plan is produced and a range of accredited Certificate I to Certificate IV level courses are made available to support all employment skill development. The range offered includes hospitality, asset maintenance, horticulture and IT. There are also a range of business administration courses on offer.

Detainees are provided with work opportunities that can be linked to individual rehabilitation plans and VET programs. For example, detainees employed in the kitchen, laundry and cleaning services can study hospitality, while those engaged in landscaping and grounds maintenance can undertake horticultural studies.

In January 2012, the *Report on Government Services 2012*, noted that the ACT had the highest percentage of eligible detainees enrolled in education and training in the country (89.8%), well above the national average (35.0%).

An innovative full-time educational program is now being offered at the AMC for Aboriginal and Torres Strait Islander detainees. The program is an introductory package incorporating a nationally recognised Certificate II in Conservation and Land Management and also Indigenous Art.

The 2011-12 year also saw the development of a recycling program for the reduction of landfill as part of an enhancement of the horticulture education program. A Certificate II in small motors also commenced in 2011-12 with the commissioning of a motor shop training area.

DETAINEE EMPLOYMENT SERVICE

The New Employment Opportunities (NEO) program is a crime prevention initiative that aims to provide detainees with the opportunity to engage in meaningful and sustainable paid employment, work experience, vocational training, and education for the purposes of rehabilitation and reintegration into the community.

The Detainee Employment Services unit is a team of highly dedicated community corrections staff that are responsible for the administration and implementation of the NEO program.

The NEO program provides:

- external employment upon release from detention
- skill and experience development at the AMC
- transitional release work placements in the community.

During the last 12 months there has been skills development through the NEO work experience program that has resulted in post-release employment within ACT government. The unit

has continued to strengthen relationships with the Chamber of Commerce and Industry to identify employment for detainees both pre- and post-release. The scope of employment for detainees has increased with the increase in the skills obtained by detainees while in custody, with courses being conducted such as the Certificate II in fitness and the installation of the motor shop within the AMC to develop skills in small motor and mechanics to address skills shortage within ACT motor industry.

NEO has identified and linked in non-employment support services to assist in the throughcare of detainees post-release, in a holistic approach to reduce recidivism.

Suitable employment positions are developed for the relevant skills and experience required by participating organisations and also the current ACT skill shortage areas.

Participating employer organisations include:

- government departments
- community organisations
- private enterprise.

Through the NEO program business-like industries operated by the AMC provide work skills and habits for detainees in work environments that match as much as possible, a comparable industry environment in the community.

On 5 June 2012, the *Work Release Policy 2012* was released. This policy is designed to give eligible detainees the opportunity to engage in paid employment in the community prior to being discharged from custody, with the objectives of enhancing post-release employment prospects and assisting in achieving a successful transition from custody to community living.

Further information relating to the New Employment Opportunities program is available at www.neo.act.gov.au

TRANSITIONAL RELEASE CENTRE

For detainees transitioning back into the community, the Transitional Release Centre (TRC) provides an opportunity to participate in work experience placements with host employers and community-based organisations.

A partnership program with the RSPCA for the rehabilitation and care of native animals was commenced in the 2011–12 year. The care for

animals assists detainees with reintegration, empathy, responsibility and therapeutic benefits.

Table 28: Transitional Release Centre Employment Hours for 2011–12

Average weekly total	106
Annual total hours	5,304

Average Weekly Employment – 85% 2011–12 (ROGS definition)

LIBRARY SERVICES

Throughout 2011–12 the AMC library made over 7,000 loans and its collection now includes over 4,000 items consisting of books, magazines and encyclopaedias. The predominant focus this year was to provide more resources for groups with cultural and special needs.

This has resulted in the provision of resources for detainees who speak Thai, Indonesian, German and Vietnamese, as well as detainees with literacy problems through the use of readers and graphic novels. It has also provided culturally enriching books on Aboriginal history and art.

The AMC Library successfully conducted a poetry competition to highlight the National Year of Reading and this was well supported by detainees. The following has been reproduced (with permission), are a few verses of one of the entries.

A POLAROID MOMENT

When you travel 'round Australia

Some things you see amaze.

From the sunlit plains of this wide brown land,

Where white stars fairly blaze,

You'll see amazing things my friends,

Of beauty, strange and true'

But listen up, me Aussie mates, I've got a tale for you.

In a camper van in '85

I thought we'd do the "the trip" so I packed me stuff and me darling wife,

And gave me job the slip and so we headed north,

One cold and, wet winter's day,

And surprised we were, how many friends

We made along the way

We met a mob in Dubbo

Then again at "Conroy's Bend"

And many folk along the track

Again and again and again

Along the way you'd say "G'day"

It almost seemed the law

It might take a week or two or three

But you'd catch them up for sure.

All entrants received a certificate and a small book of poetry made possible through the generous donation of money by staff from the College of Law, the Australian National University as part of the *Books for All* campaign and some anonymous donations.

The AMC Library benefits from private donations, and a policy and procedure has been put into

place for the receipt of donated material. Libraries ACT provide a limited loan facility.

CHAPLAINCY

The AMC Chaplaincy Service's role is as a 'non anxious presence' to staff and detainees.

As well as being there for detainees, the ministry offers support at court hearings, regular chapel services for Christians and Friday prayers for Muslims, programs on loss and grief, meditation, confession, pastoral visiting and support for family and friends, hospital visiting, and facilitation of care and support from a detainee's own faith community.

The Chaplaincy team consists of a paid co-ordinator and six lay and ordained women and men who work in a voluntary capacity.

"In his time in the AMC, this detainee availed himself of various programmes but especially of the services of chaplaincy. A regular attendee at whatever chapel service was available; he was helped by and enjoyed an opportunity to practise his Christian faith. While he was ecumenical in nature, he particularly took the opportunity to talk and pray with chaplains of his own tradition. He participated in meditation and to avail himself of the sacramental life of his own tradition. He attended "Seasons for Growth," a chaplaincy program, which complimented the AA programme, offered at AMC.

On release he has sought out churches where he is still able to have contact with AMC chaplains. He has found a great deal of support at St Benedict's, Narrabundah, attends an AA meeting 5 times a week and has contact with the Salvation Army."

They are augmented by other visitors from a variety of faith communities, including Muslim, Jewish, and a variety of Christian and other denominations.

CORRECTIONS PROGRAMS UNIT

The Corrections Programs Unit (CPU) facilitates programs and services in the community, the Periodic Detention Centre and the AMC. The services of the CPU are consistent with a focus on specific programs for offenders that

address identified risks and criminogenic needs. Programs include:

ADULT SEX OFFENDER PROGRAM

The Adult Sex Offender Program (ASOP) is designed for men convicted of a sexual offence or a sexually motivated offence, recently or in the past.

The ASOP aims to replace sexual offenders' cognitive distortions with thinking that correctly attributes responsibility to them, in order to reduce the risk of further offending. This program runs both within the AMC and the community. It does not have a fixed duration, but is task-based, with participants graduating from the program when they have completed all tasks to a satisfactory level. Most participants generally take between twelve and twenty four months to graduate, with detainees commencing the program in the AMC being able to complete it in the community if released before graduating.

COGNITIVE SELF CHANGE PROGRAM

The Cognitive Self Change (CSC) Program takes participants through a series of four steps designed to facilitate their skills development in mindfulness, objectivity, recognition of how their own risk thinking, attitudes and beliefs lead them to harmful and or rule breaking behaviour and building competency in restructuring their thinking creatively to replace criminogenic thinking while maintaining self esteem. The Program operates in the AMC and in the community and is targeted at offenders with a moderate to high risk of re-offending. The program does not have a fixed length, but is task-based, with participants graduating from the program when they have completed the tasks. Most participants generally take between nine to twelve months to graduate, with detainees commencing the program in the AMC being able to complete it in the community if released before graduating.

FAMILY VIOLENCE COGNITIVE SELF CHANGE PROGRAM

The Family Violence Cognitive Self Change (FVCSC) follows the same principles as the Cognitive Self Change program, but focuses on family violence. The FVCSC Program is targeted toward men who have offended against a family member. Participants attend one session per

week, and would normally be expected to complete the course in nine months. That said, there is no fixed duration, and completion of the program is based on completion of specific tasks within the program. FVGSC is run within the AMC for male sentenced mainstream detainees and male sentenced protection detainees. It also operates in the community and detainees can join a community group if released before completing the program.

SOLARIS THERAPEUTIC COMMUNITY

Solaris Therapeutic Community (TC) is a residential program jointly operated with Karralika Inc. that provides a safe, secure and supportive learning environment within the AMC correctional setting where participants can explore and establish change within a social and personal context.

To achieve this change, participants undertake a staged throughcare program that incorporates an assessment, readiness phase, treatment phase, transition and release. Each phase of Solaris is designed to support the incremental learning and development process needed for participants to effect the global mindset change needed to address their co-occurring substance misuse and offending behaviour.

The Journey starts for participants in the readiness phase, with group content designed to increase motivation, develop trust and promote the community as method environment.

Group sessions focus on the development of effective communication skills, conflict resolution and importantly an introduction to self – by way of becoming familiar with feelings and limited or self-defeating thinking and behaviour patterns. The treatment phase expands on key concepts learnt in readiness, with a particular focus on thinking and pro-social behavioural change, anger management, offence mapping, living skills and the overall development of cognitive and psychological resilience skills.

Research has shown that detainees are most at risk of reoffending when an integrated throughcare post-release structure is not accessible. As such, Solaris has identified change orientated exit pathways for those that have graduated the program, subject to their point of release.

ACT Corrective Services and Karralika modified the program in 2011–12, reducing it from a six months to a four months program. This was in recognition of the shorter average sentences at the AMC, but with no loss of learning time. Graduates are supported post-program and have the option to transition to the AMC's Transitional Release Centre (TC), the ACT Corrective Services MAP House, Nexus Halfway House Program, Karralika Community TC or their previous housing.

During the 2011–12 period, the Solaris TC program accepted seven intakes and from those intakes, 35 participants graduated, compared to 12 in 2010-11.

FIRST STEPS – RELAPSE PREVENTION PROGRAM

The First Steps program is a six-module program for men and women who have an active history of alcohol and/or drug use. The program aims to support participants with the challenges faced when ceasing or reducing substance use. First Steps is an alcohol and other drug awareness, education and relapse-prevention program, designed to assist offenders identify risk factors associated with relapse and develop healthy alternative coping responses to habitual substance misuse and offending behaviour. This six-session program runs in the Periodic Detention Centre and at the AMC (predominantly with remand detainees).

FIRST STEPS – ANGER MANAGEMENT PROGRAM

This six-session program was first run in the Periodic Detention Centre in late 2008, and subsequently at the AMC. It has since been revised and is currently predominantly being run for male remand detainees.

SMART RECOVERY PROGRAM

SMART Recovery® is a program that assists people to recover from their addictions regardless of the type of addiction. This program attempts to teach practical skills to help individuals to cope with their addiction problems, enabling them to abstain and achieve a healthy lifestyle balance. SMART Recovery is running as a joint program with Directions ACT. ACT Corrective

Services provides one facilitator and Directions ACT provides the second. SMART Recovery was trialled in the AMC in 2011-12, operating concurrently for both male sentenced mainstream detainees and male sentenced protection detainees. As SMART Recovery is also operated by Directions ACT in the community, detainees can transition to a community group if released.

The program is based upon cognitive behavioural therapy and has a four-point plan:

1. motivation to abstain
2. coping with urges
3. problem solving
4. lifestyle balance.

OFFICIAL VISITORS

Under the *Corrections Management Act 2007* provides a section 57 for the appointment of one or more official visitors to undertake independent inspections of adult corrections facilities in the ACT. The ACT has two Corrections Official Visitors: Mr Ivan Potas and Ms Tracey Whetnall, who is the Indigenous Official Visitor.

The Official Visitors are appointed by the Minister and report directly to the Minister on a quarterly basis. The functions of an Official Visitor are to inspect correctional centres and places outside correctional centres where detainees have worked, or have been directed to work or participate in an activity. In addition, Official Visitors receive complaints from detainees about any aspect of their detention and must investigate all such complaints. The Official Visitors may make recommendations to the JACS Director-General or report to the Minister in regard to the outcome of such complaints. The Official Visitors also meet with the Minister from time-to-time. The *Official Visitor Guidelines and Conditions of Employment Policy* can be found at the ACT Legislation Register – www.legislation.act.gov.au/nl/2011-142.

ACT Corrective Services hosts an Oversight Working Group which includes the Human Rights Commission, the Health Services Commission, the Ombudsman and the Public Advocate. The working group was meeting on a monthly basis and now meets every two months. During 2011-12, the Official Visitors were invited to join

this forum and Mr Potas represented them on a regular basis.

In January 2012, Ms Whetnall was reappointed for a further two years. In the early part of the 2011-12 year, prior to the appointment of Mr Potas in August 2011, she was visiting the Alexander Maconochie Centre at least weekly in order to cover both Official Visitor roles. This reduced somewhat after his appointment but she maintained regular visits, typically on a fortnightly basis. In her reports she noted that Aboriginal and Torres Strait Islander detainees faced issues in regard to family deaths, the desire to attend funerals and the need for grief counselling. She also expressed concerns about the availability of suitable housing and rehabilitation programs upon release. The Directorate expects that the additional funding provided by the Government in 2012-13 for the creation of a throughcare unit within ACT Corrective Services will assist in co-ordinating access to available services.

Ms Whetnall did note the significant benefit Aboriginal and Torres Strait Islander detainees gained from the work of the Indigenous Liaison Officer and the Indigenous Case Manager (a new position created at the AMC during 2011-12). She also made positive comment about working with the ACT Corrective Services Executive Director and the new AMC Superintendent who was appointed in 2011-12.

In August 2011, Mr Potas was appointed to the position of Official Visitor for the first time. Mr Potas is a well respected lawyer and research criminologist based in the ACT with a long career in the criminal justice system.

Mr Potas has provided detailed reports of his visits to the AMC, the Periodic Detention Centre (PDC) at Symonston and the Courts cells in Civic. He typically visited the AMC on a weekly basis and the PDC and Court cells once or twice each month. He received numerous complaints from detainees but noted that overwhelmingly these were promptly resolved. He noted that complaints generally covered issues such as food, access to visits, the impact of unscheduled lockdowns and access to various educational and other programs or other activities provided at the AMC. He has observed the impact of accommodation pressures at the AMC. In particular he has noted the difficulty and complexity this situation

presents to ACT Corrective Services managers who must, in the context of a human rights goal, juggle the combined challenges of ever-increasing detainee numbers with the need to keep separate and apart the various classification categories of detainees.

COMMUNITY-BASED CORRECTIONS

Community-Based Corrections (CBC) manages offenders subject to Court orders who are residing in the community. CBC supervises a significant number of offenders on various orders, including bail, good behaviour and parole.

Supervision is focused on reducing the offender's criminogenic risk or the antecedents to their criminal behaviour such as illicit substance use, mental health issues and associates, for example.

The offender's criminogenic risk factors and needs are determined on commencement of supervision. This is achieved through the application of risk assessment tools and the preparation of case management plans (staff are specifically trained in this area).

CBC works in partnership with other ACT Government Directorates (ACT Health, for example) and non government organisations to assist with an offender's rehabilitative journey. Referrals are also made to specific programs facilitated within ACT Corrective Services.

PROBATION AND PAROLE UNIT

The Probation and Parole Unit is responsible for managing community-based offender services. Its core business is divided into two areas – provision of advice to the courts and releasing authorities and the management of offenders within the community.

Probation and Parole Officers fulfil an important role within the criminal justice system by administering community-based orders imposed by the courts and releasing authorities. The Unit undertakes case management of offenders subject to bail with supervision of the following:

- Good Behaviour Order with supervision and/or a community service work component
- Parole Order.

A comprehensive risk assessment forms the basis of individual case plans developed with

each offender subject to supervision. The Unit refers offenders to specialist services as required, including offence-specific programs offered by ACT Corrective Services and founded in cognitive behavioural therapy.

The Unit has strong partnerships with a range of treatment providers, including Government and non-Government agencies in the areas of health, housing, substance abuse, financial management, grief and loss and welfare support services.

To assist in reducing the breach rate of Aboriginal and Torres Strait Islander offenders, the Unit's relationship with Winnunga Nimmitija Aboriginal Health Service has been expanded to enable offenders to report to an Indigenous Identified Probation and Parole Officer at Winnunga on one reporting day per month.

This allows clients to attend to their health and welfare needs and comply with supervision requirements in one location and ensures that services are seamlessly coordinated.

The Probation and Parole Unit also provides comprehensive information and advice to support judicial and other bodies in making sentencing and releasing decisions and is responsible for taking action against offenders in situations of non-compliance.

MANAGED ACCOMMODATION PROGRAM

The Managed Accommodation Program (MAP) is funded through the ACT Government Crime Prevention Initiative and has been operating since 2009. The MAP operates from a five bedroom house and can accommodate a maximum of six residents, at any one time, for up to six months each.

The house is staffed 24 hours a day, 7 days per week. Established to complement the throughcare model of offender management, MAP is operated on therapeutic community principles as a drug- and alcohol-free house and aims to establish post-release community support networks for offenders and their families.

Potential residents referred by staff of the Solaris therapeutic community within the AMC are given priority. Referrals are also made by Probation and Parole Officers (PPOs) located at the AMC or in the community.

As part of the program each resident is engaged with a comprehensive post-release plan to assist them to gain appropriate, stable accommodation, employment or further education and to access services to address the issues that contribute to their offending behaviour. Residents are supported by staff to develop basic living skills such as grocery shopping, budgeting, cooking and personal hygiene. MAP staff work closely with PPOs to maximise positive outcomes for residents and the community.

During the financial year, 22 participants were involved with the MAP, with users of the service generally stating that they have benefitted from the experience. For example, one resident, who is now seeking private rental accommodation, stated that the MAP had offered him stability and allowed him to secure his apprenticeship, save for private rental accommodation and stabilise his mental health, all in a supported environment. His partner attends MAP regularly and has indicated the couple have used the MAP as a stepping stone to transition into private accommodation.

COMMUNITY SERVICE WORK UNIT

Under s91 of the *Crimes (Sentencing) Act 2005*, a Court may order an offender to perform between 20 – 500 hours of community service work. This is a reparative and rehabilitative community-based sentencing option.

Work crew opportunities have been created within a variety of locations including over 90 different charities, not-for-profit organisations and government placements across the ACT.

The Unit also operates three supervised work crews performing some of the larger scale community work such as school clean ups, ongoing revegetation work at Tidbinbilla and Isaacs Forest, community gardens, yard tidies and major cleanups for home help, scout halls and community churches. Workers in the unit completed a pro rata total of 35,588 hours in 2011-12.

In this financial year alone, work crews working with Territory and Municipal Services (TAMS) performed approximately 1,850 hours of work on various projects which included removing tree guards, pine wilding control (removing pine trees which have self seeded in native forests), painting car park bollards, clearing vegetation, mulching and tree planting, assisting rangers and roadside rubbish cleaning.

The work being conducted by work crews has not gone unnoticed in the community, with recipients of the services provided by Community Service crews phoning or writing in to thank staff and clients for the work which was provided with comments such as:

....They worked so hard and did such a massive job on my property. The lady in charge (whose name I do not know) was fantastic and so in control and lovely to the guys to get them motivated....

Certificates of appreciation have also been presented by agencies pleased with the quality of the work conducted by the "Community Services Team".

Table 29: Estimated relative value to the community of work performed during 2011-12

Community Service Order Workers	\$0.367m
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RECIDIVISM

Recidivism refers to repeat instances of convicted offending behaviour. Measuring recidivism is important as an indicator of the success of those actions taken to dissuade offenders from committing further crimes (be that detention, community supervision or rehabilitation programs).

Having said that, standard recidivism measures provide a very basic tool for measuring what is typically a very complex issue – i.e. the drivers

behind offending and re-offending behaviours. Other factors, such as changes to sentencing legislation, police operations and court sentencing practices, can also impact upon recidivism reporting.

Recidivism is measured by identifying the rate at which people convicted of an offence are then convicted of further offences after their completion of or release from the earlier period of detention or community supervision.