



<b>OPERATING PROCEDURE</b>	<b>Transitional Release Centre Induction &amp; Orientation</b>
<b>OPERATING PROCEDURE NO.</b>	<b>D26.13</b>
<b>SCOPE</b>	<b>Transitional Release</b>

## STATEMENT OF PURPOSE

To provide instructions to all staff working in Transitional Release about the detainee induction and orientation process upon entering the Transitional Release Centre (TRC).

## PROCEDURES

### 1. Relocation to TRC

- 1.1. Once a detainee has been approved to enter the TRC by the Assistant Commissioner Custodial Operations, the AMC Case Management Team Unit Leader must advise the Transitional Release Team Leader (TL), Director Reintegration, Assistant Commissioner Offender Reintegration, AMC Operation Managers and AMC Area Managers by email.
- 1.2. The Transitional Release TL must liaise with AMC Admissions to move the detainee from the AMC into the TRC. AMC Admissions must advise the Transitional Release TL when it is operationally suitable to transfer the detainee to TRC.
- 1.3. The Transitional Release TL must advise which pod within the TRC the detainee is to be housed, taking into consideration detainee dynamics, associations, and identified risks.
- 1.4. The TRC Custodial Officer must collect the detainee from AMC Admissions and escort them to the TRC via the AMC Gatehouse. Depending on the amount of personal property a detainee has, this may require the TRC vehicle and entering/exiting the AMC through the sallyport.
- 1.5. Upon arrival at the TRC, the TRC Custodial Officer must check that the personal property inventory form is correct, make any changes, and attach to CORIS.
- 1.6. Valuables such as the detainee's wallet, mobile phone and keys must be kept in the TRC safe in the sealed property bag, and be recorded in a case note on CORIS

### 2. Food

- 2.1. Detainees accommodated in the TRC must self-cater. Self-catering gives detainees an opportunity to gain skills in the following:
  - a. meal planning
  - b. cooking skills
  - c. budgeting
- 2.2. Once a detainee is accepted into the TRC, the Transitional Release Custodial Officer must email [jacsamkitchen@act.gov.au](mailto:jacsamkitchen@act.gov.au) and [amcbulkstores@act.gov.au](mailto:amcbulkstores@act.gov.au), to confirm that the detainee is moving to the TRC

- 2.3. Detainees arriving at the TRC must be provided with three days' worth of full meals from the AMC Kitchen. These meals are prepared in line with the AMC accommodation units process and includes breakfast, lunch, dinner, bread and milk. If there remains a shortfall prior to the next cottage buy-up (buy-up form found on Prison PC), the TRC Custodial Officer must liaise with AMC Stores staff to provide the shortfall of meals
- 2.4. Depending on the delivery date, and whether the new detainee is replacing a detainee who has left, the detainee must be informed that items ordered will vary, due to availability of stock. Items should cover the detainee for one week (or part thereof). A second manual order should be made to cover the second week.
- 2.5. On the detainee's first Sunday at the TRC, they must place an order for cottage buy-ups for delivery two weeks in advance with the rest of the detainees in their Pod.
- 2.6. Milk is delivered every second day over a 14-day period. Detainees will get an extra portion of milk every two weeks. The TRC Custodial Officer must collect the milk when commencing their shift in the morning.
- 2.7. Bread is also delivered every second day over a 14-day period. Bread is calculated as two pieces per detainee per day, meaning one loaf will cover up to four detainees in a pod for two days. If there are more than four detainees in a pod, bread should be rounded up to two loaves per pod.

### **3. Internet and phone access**

- 3.1. When a detainee arrives at the TRC, the Transitional Release Custodial Officer must email [#Detainteerelocations@act.gov.au](mailto:#Detainteerelocations@act.gov.au) to ensure phones and email can be swapped over for the detainee.

### **4. Incentives and Earned Privileges (IEP)**

- 4.1. Detainee's entering the TRC will remain on the same IEP level they were at prior to entry. Acceptance into Transitional Release does not affect IEP levels.
- 4.2. Detainees must continue to receive incentives and privileges in line with the *Incentives and Earned Privileges Policy*. There is not a separate IEP scheme for the TRC.
- 4.3. Please note only those detainees at an Enhanced IEP level may have access to the X-box within the TRC. Detainees at an Enhanced IEP level may purchase their own console which must be kept in their room.

### **5. Induction**

- 5.1. On arrival at the TRC, the Transitional Release TL or TRC Operations Support Officer must do a formal TRC induction with the detainee and go over resident rules and expectations (see *TRC Rules*). In the absence of non-custodial staff, the Transitional Release Custodial Officer may be required to complete the induction.
- 5.2. The detainee must be issued with a privacy key for their room if they choose. This key is held in the TRC Key Safe, and staff must ensure there are two copies of the key before issuing one

to the detainee. Privacy keys are optional as the detainee is liable for the cost of the key should they lose it.

- 5.3. The Key Agreement (found on the TRC G Drive TRC Folder under Forms) is to be read and signed by the detainee and uploaded to CORIS

## **6. Staff engagement**

- 6.1. Staff are required to engage with detainees for a variety of different reasons, including case management, escorts, and the safety and security of the TRC. To ensure a consistent level of service delivery is provided to every detainee in Transitional Release, staff must:
- a. provide clear and achievable goals when working with detainees
  - b. provide opportunities for the detainee to be included in developing their goals and treatment targets
  - c. take into consideration any individual needs of the detainee they are working with, including disability
  - d. maintain a level of service that is in line with the 'Risk, Needs, Responsivity' principles to ensure clients are receiving an appropriate level of service
  - e. foster a sense of independence within the detainee
  - f. discourage the practice of asking multiple officers the same request or 'Officer shopping'
- 6.2. Transitional Release staff may be required to report incidents or provide information to the ACTCS Intelligence Unit through the 'Intel reports' process found on the ACTCS Intranet site. Any information that may indicate a risk of harm to the detainee or another person or the safety and security of the TRC or AMC must be reported.

## **7. Professional boundaries**

- 7.1. The high level of detainee engagement that is at the core of Transitional Release has the potential to increase the risk of 'boundary crossing' from both staff and detainees. Staff must remain vigilant around this possibility and must:
- a. be aware of topics of conversation discussed with detainees
  - b. be vigilant of what personal information is shared with detainees
  - c. be mindful of maintaining a friendly working relationship rather than a friendship
  - d. consider what impression any interactions leave behind with the detainee
  - e. be attentive to body language when interacting with detainees
  - f. remain alert about presentation, including clothing, footwear and jewellery
  - g. be observant for requests by detainees to bring items into the TC
  - h. pay attention to the environment when in detainee areas.
- 7.2. If at any time a detainee's behaviours is crossing boundaries, this must immediately be reported to the Transitional Release TL. This will allow an appropriate management plan to be developed to support both the staff member and detainee.

## 8. Responding to behaviours

- 8.1. Detainees residing within the TRC are still subject to the same behavioural expectations and rules as other detainees residing within the AMC. Any breach of these behaviours may result in suspension or cancellation of a detainee's participation in Transitional Release, and/or a disciplinary process in accordance with the Detainee Discipline Policy.
- 8.2. Detainees whose behaviour creates a risk to safety and security may be managed in accordance with the Detainees at risk of Suicide or Self-Harm Policy and/or the Management of Segregation and Separate Confinement Policy as required.

## RELATED DOCUMENTS

- Transitional Release Policy
- Incentives and Earned Privileges Policy
- TRC Rules
- Detainee Discipline Policy
- Detainees at risk of Suicide or Self-Harm Policy
- Management of Segregation and Separate Confinement Policy



Narelle Pamplin  
 Assistant Commissioner Offender Reintegration  
 ACT Corrective Services  
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## Document details

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Review date:	3 years after the notification date
Responsible Officer:	Senior Director Offender Reintegration

Criteria	Details
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2022</i>

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Version Control			
Version no.	Date	Description	Author
V1	October-22	First Issued	L Spulak