



OPERATING PROCEDURE	Detainee muster and welfare checks
OPERATING PROCEDURE NO.	S4.614
SCOPE	Alexander Maconochie Centre

PURPOSE

To provide instructions to staff on the completion of counts/musters and welfare checks of detainees.

PROCEDURES

1. Detainee muster and welfare checks

- 1.1. A muster is a process of identifying and assessing the wellbeing of all detainees and ensuring that they are present during the day and periods of lock in or at the point of unlock.
- 1.2. Welfare checks must include verbal or eye contact with the detainee.
- 1.3. Musters will confirm positive identification and headcount (face to name).
- 1.4. Musters and welfare checks must occur in accordance with the Core Day Operating Procedure.
- 1.5. Unscheduled counts/musters may take place when:
 - a. an event has occurred in which a detainee cannot be accounted for
 - b. it is considered unsafe to move detainees through the centre straight away
 - c. where there is a need to confirm the roll at short notice for any reason.
- 1.6. During an unscheduled count/muster staff must ensure that detainees remain in place until the muster is completed.
- 1.7. The MCR Officer must broadcast over the PA, ***"All areas, full centre muster. All movement is to cease"***.
- 1.8. Where detainees are in the process of moving, the rovers or other supervising officers must immediately take the detainee to the nearest secure location.
- 1.9. Detainees on the oval must remain on the oval.
- 1.10. Detainees who are working external to the perimeter fence will remain under the direct supervision of the responsible staff member until advised otherwise.
- 1.11. Where the count is incorrect, the Area Manager must request a second count. If this is also incorrect the Area Manager must instruct MCR to announce that there must be a full centre lock-in as per section 7.
- 1.12. The Admissions Supervisor must maintain a correct count at all times in the Admissions Log.
- 1.13. Officers who remove detainees from accommodation areas to leave the centre (e.g. to attend court) must enter the movement in the accommodation area logbook and inform the Officer in Charge (OIC).

- 1.14. The OIC must adjust the Admissions Log to reflect any detainee movements that occur during night state.

2. Morning Muster – Transitional Release Centre (TRC)

- 2.1. The TRC is the only accommodation area where the muster can be completed by a single officer.
- 2.2. Between 0630 and 0700hrs the TRC officer must attend each pod of the Transitional Release Centre (TRC) with the muster book to allow a positive identification and headcount (face to name) of each detainee. They must be satisfied that the detainee is alive and assess their wellbeing.
- 2.3. The staff member must count the detainees in each pod before any pod is unlocked. The only exception to this is where a detainee must leave early for work commitments. In this case, the individual detainee must be identified and only that detainee can be permitted to leave their accommodation.
- 2.4. The TRC officer must record the early absence of a detainee in both the TRC logbook and on the TRC state board located in the TRC reception office.
- 2.5. The TRC officer must notify the OIC, who must adjust the Admissions Log to reflect the movement.
- 2.6. Once all pods are counted as correct, the TRC officer must report the count to Operations. Once the MCR has confirmed the count as correct, detainees may be released from their pods.
- 2.7. If there is a discrepancy, the staff member must conduct a recount of the area and report as per 2.6. If the re-count is correct, and after confirmation from MCR, detainees must then be permitted to leave their pods. If the discrepancy remains, the staff member must contact the OIC for assistance.
- 2.8. Once assistance arrives, if the discrepancy is confirmed, detainees must remain locked in their pods and the TRC Officer must initiate a Code Green response with the MCR as per the Code Green (Escape or Attempted Escape) Operating Procedure.

3. Morning Muster – Cottages

- 3.1. The rostered early start officers must attend each pod of the cottages with the muster book to allow a positive identification and headcount (face to name).
- 3.2. The counting officers must inspect every room in the pods and be satisfied the detainees are alive and assess their wellbeing.
- 3.3. Once the detainees have been counted, all internal pods and external cottage doors must be re-secured and detainees are to remain in their pods until the full centre count is confirmed correct.
- 3.4. The only exception is for those detainees who need to be moved for employment, court or health reasons. Officers must record this movement in the relevant accommodation area logbooks and inform the OIC of any detainees moved to leave the centre.
- 3.5. The headcount totals for the cottage must be recorded in the area logbook and communicated to the Area Supervisor at the commencement of their rostered shift.

4. Morning Muster –Accommodation Blocks

- 4.1. Correctional officers responsible for cell block accommodation must conduct a count and verify the location and wellbeing of all detainees within their area. Area Supervisors must be present in the area to supervise and collate the headcount for the overall area.
- 4.2. The outside card readers to all cells must be enabled.
- 4.3. One correctional officer is to carry the muster book to allow a positive identification and headcount (face to name), whilst the other opens the cell door and obtains a response from the detainees. The officer must be satisfied that the detainee is alive and assess their wellbeing.
- 4.4. The cell must be re-secured until the count is correct.
- 4.5. The only exception is for those detainees who need to be moved for employment, court or health reasons. Officers must record this movement in the relevant accommodation area logbooks and inform the OIC of any detainees moved to leave the centre.
- 4.6. The muster totals for the accommodation block must be recorded in the area logbook and communicated to the Area Supervisor at the commencement of their rostered shift.

5. Confirmation of Muster

- 5.1. The MCR officer and Operations officer must verify the current state with Admissions staff.
- 5.2. All headcount totals for each block or cottage must be communicated by the Unit staff to the Area Supervisors. The Area Supervisor must satisfy themselves that the head count is correct for their designated area and report the count to the Operations officer.
- 5.3. The Operations officer collates the headcounts reported from each Area Supervisor and this total is cross referenced with the state obtained from Admissions staff. The Operations officer must record all area numbers on the muster sheet. The muster sheet must be available for review by the Area Manager.
- 5.4. Where the detainee total reported from each area matches that held by Admissions staff, the Operations officer must telephone the MCR and report ***“muster count correct”***.
- 5.5. In consultation with the Area Supervisor, the MCR officer must broadcast over the PA and officer radios ***“muster correct, normal movements may commence”***. At this point all units may be unlocked and normal routine resumed.

6. Conducting Musters

- 6.1. Musters of cottages and accommodation blocks must be completed by a minimum of two officers.
- 6.2. Ten minutes prior to muster, the MCR officer must broadcast the following over the centre PA system: ***“Attention all detainees 10 minutes to muster. I say again, 10 minutes to muster.”*** If it is a scheduled lock-in (i.e., evening) the PA broadcast must be adjusted to ***“Muster and Lock-in”***.
- 6.3. Any detainee movements are to take place during the ten-minute period. Once muster has commenced NO MOVEMENTS are to take place during the muster count.

- 6.4. Detainees in the cottages and TRC are to assemble in the respective pod common area. Detainees in Accommodation blocks must stand outside their cell doors for muster count which will be checked against the muster book.
- 6.5. At the designated lock-in time, the MCR Officer must broadcast the following over the centre PA system: ***"Attention all detainees: Muster and lock-in"***.
- 6.6. Officers must attend each pod or cell with the muster book and check each detainee off against the muster book (face to name) as well as check on their welfare. Officers must inspect every room in the pods.
- 6.7. Once the detainees have been counted, the pod or cell door must be secured. The count totals must be recorded in the area logbook and communicated to the Area Supervisor including the number of detainees currently at other locations within the centre.
- 6.8. Any detainees in areas other than their units must be accounted for by the following:
 - Visits – counted by visits staff and reported to Operations
 - Kitchen/bakery/Laundry – must assemble and be counted by the visiting rover/s, numbers to be reported to Operations
 - Industries/education/programs/horticulture – (where applicable) must assemble and be counted by the visiting rover/s, numbers to be reported to Operations.
- 6.9. At the 16:45 Muster, the same process as above must be completed except that detainees will not be secured in their cell or pod. Detainees in cell blocks must remain at their doors until the yard muster is completed. Once satisfied, officers can then release detainees from the doors.
- 6.10. The Area Supervisors must confirm the area total and report it to the Operations officer.
- 6.11. The Operations officer must record all area numbers on the count sheet. The area numbers must be checked against the centre state obtained from Admissions.
- 6.12. If the total reported from each area then matches that held by Admissions staff, the Operations officer must telephone the MCR officer and report ***"count correct"***. The MCR officer must then broadcast over the PA and officer radios ***"count is correct, I say again count is correct"***.

7. Incorrect Muster

- 7.1. If the total reported from each area does not match that held by Admissions staff, the Operations officer must immediately notify an Area Manager.
- 7.2. The Area Manager must inform the MCR officer if a recount is required. In this case, the MCR officer must announce over both the PA and the radio ***"muster count incorrect, recount required. Muster recount."***
- 7.3. Corrections officers in the area must conduct a recount. The Operations officer must again collate the headcounts reported from each Area Supervisor and this total is cross referenced with the state obtained from Admissions staff.
- 7.4. If the total reported from each area then matches that held by Admissions staff, the Operations officer must telephone the MCR officer and reports ***"Muster Count correct"***. The MCR officer must then broadcast over the PA and officer radios ***"Muster Count correct"***.

7.5. If a discrepancy is still confirmed and a detainee/s cannot be accounted for, the Duty Manager or Area Manager must instruct the MCR officer to initiate a response in accordance with the Code Green (Escape or Attempted Escape) Operating Procedure.

8. Detainee Non-compliance

8.1 Any non-compliance with the muster process from detainees must be challenged.

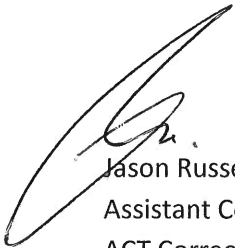
8.2 If the non-compliance not of a serious nature, the officer may:

- a. warn the detainee that the behaviour is not acceptable
- b. inform the detainee that they will be issued with an IEP warning on the next occasion
- c. issue the detainee with an IEP warning (if the non-compliance is sufficiently serious to justify this or is repeat behaviour).

8.3 If the non-compliance is of a serious nature (or the behaviour has been repeated multiple times) the officer must consider whether disciplinary action is appropriate.

RELATED DOCUMENTS AND FORMS

- Code Green (Escape or Attempted Escape) Operating Procedure
- Core Day Operating Procedure
- Admissions Log



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Document details

Criteria	Details
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