



OPERATING PROCEDURE	Duty Manager operating procedure
OPERATING PROCEDURE NO.	S6.1
SCOPE	Alexander Maconochie Centre

PURPOSE

To identify the role and responsibilities of the Duty Manager. The Duty Manager is operationally responsible for the safe and secure running of the Alexander Maconochie Centre (AMC) and must be contactable while in the role. The Duty Manager does not replace line management, which should be exhausted before the involvement of the Duty Manager, except in the event of a notifiable incident.

The role and responsibilities of the Duty Manager can be filled by a CO4 or above.

PROCEDURES

1. Attendance and contact arrangements

- 1.1. There must be a designated Duty Manager of the AMC at all times.
- 1.2. The Duty Manager must be identified each day on the Roster and reflected on the AMC Duty Manager/Leave Calendar.
- 1.3. The identified day's Duty Manager holds the role from 8:30am on a day to 8:30am the following day.
- 1.4. As far as practicable, the Duty Manager must be present at the AMC.
- 1.5. The Duty Manager must be contactable by radio inside the AMC at all times.
- 1.6. When the Duty Manager is away from the AMC, they must be contactable by telephone and be able to attend the AMC as soon as practicable.
- 1.7. If the Duty Manager is unable to fulfil on-call duties outside of business hours, they must arrange cover approved by the Assistant Commissioner Custodial Operations and notify the Master Control Room (MCR).

2. Handover of duties and briefing responsibilities

- 2.1 The Duty Manager must participate in the senior manager morning briefings on business days to brief others on the events of the previous duty period, including any outstanding issues at the conclusion of their duty period.

3. Incidents

- 3.1. During business hours, when alerted of an ongoing incident, the Duty Manager must assess their level of involvement in line with ICCS+ duties and requirements. The Duty Manager must not attend the scene of any incident until safe and appropriate to do so.
- 3.2. The Duty Manager must be contacted outside normal business hours if:
 - a notifiable incident occurs

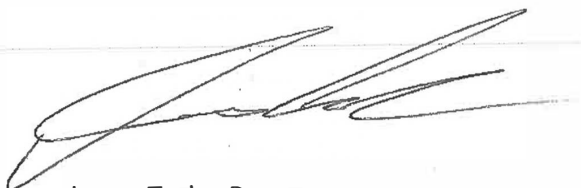
- authorisation is required to segregate a detainee (except for health segregations for new receptions)
- any other reason the OIC considers appropriate.

4. Requirement to record actions and decisions

- 4.1. The Duty Manager must record details of incidents, critical decisions and issues they addressed while on duty in their personal duty log book where the details will not be otherwise logged.
- 4.2. The Duty Manager must also record details of any key authorisations given, including the information considered during the decision-making process (such as information conveyed to the Duty Manager by other staff), and the justification for the authorisation.
- 4.3. The recording requirements under sections 4.1 and 4.2 apply regardless of whether the Duty Manager provides authorisation in person at the AMC or from off-site while on-call.

RELATED DOCUMENTS AND FORMS

- Incident Reporting, Notifications and Debriefs Policy
- Incident Response Operating Procedure
- Incident Reporting, Notifications and Debriefs Operating Procedure
- Management of Segregation and Separate Confinement Policy



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ACT Corrective Services
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Document details

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OFFICIAL
UNCONTROLLED WHEN PRINTED

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V1	June 2018	First Issued	
V2	April-21	Revised and updated	C Justason
V3	July-23	Revised and updated	E Reuben

