



# Prisoner Accommodation Management ACC

## Maximum Security Unit

### Custodial Operations Practice Directive

Process Owner: Custodial Operations and Specialist Operations	Security Classification: Official/Public
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Scope
<ol style="list-style-type: none"><li>1. Human Rights</li><li>2. Limitation of Human Rights</li><li>3. Maximum Security Unit (MSU) – Prisoner Management</li><li>4. Maximum Security Unit (MSU) – Security Management</li></ol> <p>PUBLIC VERSION</p>



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#### 1. Human Rights

To ensure corrective services officers act or make decisions in a way that is compatible with human rights, officers must give proper consideration to human rights relevant to the decision including but not limited to:

- a) the right to equal and effective protection against discrimination;
- b) the right to protection from torture and cruel, inhuman or degrading treatment, including the right not to be subjected to medical treatment without full, free and informed consent;
- c) the right to freedom of thought, conscience, religion and belief;
- d) the right to freedom of expression;
- e) the right to peaceful assembly and freedom of association;
- f) the right to privacy and reputation;
- g) the protection of families as the fundamental group unit of society and the protection of children;
- h) cultural rights – generally and for Aboriginal peoples and Torres Strait Islander peoples;
- i) the right to humane treatment when deprived of liberty;
- j) the right to have access, based on the person's abilities, to further vocational education and training that is equally accessible to all; and
- k) the right to health services, including the right not to be refused emergency medical treatment that is immediately necessary to save the person's life or to prevent serious impairment to the person.

#### 2. Limitation of Human Rights

Human rights can be limited if certain conditions are present:

- a) the limit must be provided under law;
- b) it must be reasonable; and
- c) its imposition on the human rights must be demonstrably justified in a free and democratic society based on human dignity, equality and freedom.

A person's human rights should only be limited to the extent that is reasonably and demonstrably justified.

#### 3. Maximum Security Unit (MSU) – Prisoner Management

This section provides a framework for the management of prisoners who are subject to an MSO and accommodated in an MSU. This includes:

- a) establishing a thorough assessment process upon a prisoner's admission into the MSU to determine baseline risk and management strategies;
- b) the setting and review of behavioural goals; and
- c) ongoing assessment of dynamic risk factors and developing strategies to mitigate the risk/s relevant to the prisoner's MSO and placement in an MSU reviewing the prisoner's progress towards their reintegration into the general prison population at the expiry of the MSO in a consistent, transparent and safe manner.

Prisoners accommodated in an MSU will be required to demonstrate appropriate behavioural standards and compliance with rules along a progression pathway before being considered suitable for accommodation in the general prisoner population. The progress of an MSU prisoner will be reviewed by a multidisciplinary team at regular meetings. Information pertaining to the prisoner's baseline and dynamic risk must be clearly communicated to relevant staff and documented in the prisoner's management plan to inform management strategies both during MSU placement and upon reintegration into the general prison population.

Where a prisoner is involved in a critical or significant incident, referral to a psychologist for assessment may be required. Refer to COPD Incident Management: Incident Management Process.





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#### 3.1 MSU reception assessment

Upon the reception of a new prisoner on an MSO to an MSU, a comprehensive assessment of the prisoner is to be undertaken by a psychologist. This assessment must be sufficient to establish a baseline risk profile for the prisoner and determine the need for recognised psychometric risk assessments to be undertaken. The MSU reception assessment should be completed within two weeks of the prisoner's arrival in the MSU. This process may take longer where the prisoner is uncooperative and proves difficult to engage in the assessment.

The assessment will provide a thorough review of the prisoner's historical and immediate risk factors. At a minimum, the assessment should be made on the basis of information gathered from a review of the prisoner's Offender File, Integrated Offender Management System (IOMS) profile and consultation, where relevant, with Queensland Health or a contracted health services provider. The file reviews and clinical interview/s should provide information on the prisoner's background, criminal and custodial history, and current functioning.

As part of the assessment process, the psychologist will conduct a comprehensive clinical interview with the prisoner. Refer section 21 of the *Corrective Services Act 2006* (CSA). Recognised psychometric risk assessments should be used with discretion and selection of an appropriate assessment tool based on the prisoner's behaviour. For example, where frequency and/or severity of problematic institutional behaviour indicate a high risk of violence, an appropriate psychometric risk assessment must be administered by an appropriately qualified assessor to determine the prisoner's potential for violence.

At the conclusion of the assessment, the contexts in which the prisoner is likely to present as a risk of harm to others and the severity and nature of that risk must be communicated to relevant staff and specified in the prisoner's management plan, along with strategies to manage this risk.

Ongoing assessments of dynamic risk must be conducted on a regular basis during a prisoner's placement in the MSU. The frequency of assessments should be determined by the psychologist in accordance with the prisoner's clinical presentation. Such assessments should inform the daily management of the prisoner by highlighting any changes to the prisoner's baseline risk profile and revised management strategies whilst in the MSU.

The MSU reception assessment and any further assessments must inform the case management and progression pathway for the prisoner. Refer to COPD Daily Operations: Case Management.

#### 3.2 Health services

Refer section 64 of the CSA.

A prisoner accommodated in an MSU must be examined by a doctor or a nurse for any health concerns as soon as practicable after the order takes effect and subsequently at intervals of no longer than 28 days to the greatest practicable extent for the duration of the order, and as soon as practicable after the order ceases to have effect.





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Following notification by an officer that a prisoner is refusing to eat or drink. Refer to COPD At Risk Management: At Risk.

A prisoner requiring involuntary treatment should if practicable be treated in the MSU.

A prisoner must be examined by a doctor as soon as practicable after the MSO ceases to have effect under section 64(c) of the CSA.

### 3.3 Prisoner entitlements

A prisoner in an MSU:

- a) must be given the opportunity to exercise in the fresh air for at least two daylight hours a day. Refer section 4(d) of the Corrective Services Regulation 2017 (CSR);
- b) must be provided with the items detailed in Appendix ACC12 Amenities Provided on Admission to a Maximum Security Unit;
- c) may purchase additional essential toiletries, writing materials and stamps, in addition to any items approved in accordance with the MSO Progression Pathway;
- d) may send and receive mail in accordance with sections 44 and 45 of the CSA;
- e) may see an official visitor appointed to the corrective services facility in accordance with section 289 of the CSA; and
- f) may access a religious visitor to the corrective services facility in accordance with section 169 of the CSA and section 25 of the CSR.

### 3.4 Personal visits

Refer to COPD Visitors to a Facility: Visits Process.

Visits and conditions will be detailed in an MSU prisoner's MSU Management Plan. A maximum of two adult and two child visitors are permitted at any given time.

When personal visitors have been cleared through security processes at the corrective services facility's main reception area, they are to be collected from the reception area and escorted to the unit's visits waiting area. Visitors must be escorted back to the reception area at the conclusion of the visit.





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For contact visits:

- a) visitors must be escorted to the unit's visits area before the prisoner, unless otherwise approved by the Chief Superintendent of the corrective services facility;
- b) visitors and the prisoner are to remain seated during the visit;
- c) physical contact is to be limited to an embrace on arrival and on departure. Holding hands is permitted during the visit, however, intimate contact is prohibited and may result in the visit being terminated; and
- d) the Chief Superintendent of the corrective services facility must implement a process that provides for the direct monitoring of the visit with three corrective services officers on standby to provide an immediate response to the visits area.

At the conclusion of the visit, the visitors must remain secure in the area until the prisoner has been returned to their cell and their identity has been confirmed.

### 3.5 Religious visitors

A Religious Visitor must seek centre management team approval in order to visit a prisoner accommodated in a Maximum Security Unit.

### 3.6 MSU Management Team

The Chief Superintendent of a corrective services facility with an MSU must establish an MSU Management Team in order to:

- a) develop an Administrative Form 110 MSU Management Plan for a prisoner placed on an MSO which must:
  - i. incorporate the conditions specified in the MSO;
  - ii. address the prisoner's assessed risks and needs; and
  - iii. actively and progressively plan for the prisoner's reintegration into the general prisoner population including specifying risk mitigation strategies to address the risk/s the prisoner presented which resulted in the making of an MSO and placement in an MSU.
- b) review the plan and consistent with the prisoner's MSO determine privileges according to institutional behaviour, assessed risk and responses to programs and interventions;
- c) assign responsibility for specific actions identified in the plan;
- d) review the effectiveness of the MSU Management Plan;
- e) authorise further assessments if considered necessary;
- f) recommend amendments to the MSU Management Plan to the Chief Superintendent or Superintendent of the corrective services facility including incentives and changes to progression planned stages;
- g) provide a summary of the prisoner's progress towards achieving reintegration into the general prisoner population at least six weeks prior to the expiry of a prisoner's MSO; and
- h) advise the Chief Superintendent of the corrective services facility with respect to matters provided for under section 62 of the CSA.

At a minimum, an MSU Management Team must comprise of the following:

- a) Chief Superintendent and/or Superintendent of the corrective services facility;
- b) MSU Manager/Supervisor;
- c) Intelligence Adviser;
- d) Psychologist or officer nominated by the Chief Superintendent or Superintendent of the corrective services facility; and
- e) at least one MSU corrective services officer.







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In accordance with the individual needs of a prisoner the Chief Superintendent or Superintendent of the corrective services facility may nominate additional members to be included in the MSU Management Team including a cultural liaison officer, health staff or Queensland Health representative.

Sentence Management Services must provide advice in writing to the MSU Management Team in relation to any upcoming court/review/parole/discharge dates for an MSU prisoner.

An MSU Management Team member must be nominated to coordinate and administer the prisoner management of MSU prisoners and must ensure that relevant prisoner information is maintained in IOMS.

### 3.7 Progression pathway

An MSU prisoner's progression pathway involves a multi-disciplinary approach to improving prisoner conduct and behaviour by incorporating a range of intervention strategies (including therapeutic and behavioural), vocational/employment activities and cultural support with incentives and privileges to progress.

Prisoners will be managed through four stages of a progression pathway, each with sequentially increased privileges and activities. The length of time a prisoner remains on any of the four stages will be dependent on the prisoner's demonstrated behaviour and factors relevant to risk of harm to others and the good order and security of the corrective services facility.

Prisoners will receive basic entitlements in stage 1 and their progression through subsequent stages will be based upon behavioural incentives so that prisoners receive positive encouragement and reward for demonstrating good behaviour and conduct. Conversely, prisoners whose behaviour and conduct deteriorates while on stages 2, 3 and 4 may be regressed to a more restrictive stage. This must be approved by the Chief Superintendent or Superintendent of the corrective services facility following a recommendation of a review panel meeting. A prisoner's MSU Management Plan will be amended to reflect and authorise all changes.

At the commencement of the first MSO, prisoners will be managed on stage 1 until their status is reviewed at the next scheduled review meeting. Stage 4 reintegration planning must occur within the MSU.

The Chief Superintendent or Superintendent of the corrective services facility on the advice of the MSU Management Team may determine that a prisoner does not need to be managed through stages 2 and 3. This may include consideration of:

- a) the individual risk/need of the prisoner;
- b) incident leading to placement on an MSO;
- c) length of the MSO;
- d) response to intervention; and
- e) behaviour of the prisoner.

If a prisoner transfers from an MSU in one corrective services facility to an MSU in another corrective services facility, basic entitlements and the prisoner's specific progression stage will remain consistent to the stage at the transferring corrective services facility, unless special circumstances exist.





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The Chief Executive or authorised delegate may provide for an MSU prisoner's reintegration into the general prison population of the corrective services facility before the period of the MSO expires. Refer section 62(4) of the CSA.

At least six weeks before the expiry of an MSO, the MSU Management Team must ensure a prisoner's MSU Management Plan is updated to include a summary of a prisoner's progress on the plan. This must include whether a prisoner has sufficiently addressed the risk/s that resulted in the making of an MSO and placement in an MSU for the Chief Executive or delegate's consideration when determining whether a prisoner can be reintegrated into the general prison population at the expiry of the MSO or whether a consecutive MSO will be made.

If a prisoner has successfully completed stage 4 of the MSU Management Plan and upon expiry of the existing MSO is not issued a consecutive MSO, the prisoner will be placed in general accommodation. The prisoner must be monitored on an Intensive Management Plan (IMP) until the Chief Superintendent of the corrective services facility determines that specific monitoring is no longer required.

Refer Appendix ACC1 Progression Instruction Guidelines for MSU Prisoners.

### 3.8 Prisoner association

Refer section 62 of the CSA, Appendix ACC1 Progression Instruction Guidelines for MSU Prisoners, Administrative Form 112 Maximum Security Unit Pre-Association Assessment Report and Administrative Form 113 Daily Maximum Security Unit Approved Association Report.

Prisoner association under this section means one or more MSU prisoners being approved to have contact with each other without a physical barrier separating the prisoners – this must be approved by the Chief Executive or authorised delegate. Refer section 62(1)(a) of the CSA and the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.

A staged, controlled non-contact interaction between MSU prisoners separated by a physical barrier may be approved by the Chief Superintendent of the corrective services facility in accordance with an MSU Management Plan to test/validate association suitability.

Unless otherwise specified in the prisoner's MSU Management Plan, a prisoner must not physically associate with another prisoner during exercise periods. A prisoner must not have association with another prisoner in an MSU unless all prisoners have provided consent to the association.

#### 3.8.1 Association levels in accordance with progression guidelines

- a) Stage 1 - No prisoner association

Subject to a pre-association assessment conducted by the MSU Psychologist and after consideration by the MSU Management Team, the Chief Superintendent of the corrective services facility must consider a pre-association assessment report and make a recommendation to the Chief Executive or delegate. in accordance with the following:

- b) Stage 2 - Prisoner association limited to one other prisoner within the MSU during exercise times.
- c) Stage 3 - Prisoner association limited to one other prisoner within the MSU, which revolves around eating, employment, exercise, and/or program situations.
- d) Stage 4 - Prisoner association with one or more prisoners within the MSU, which revolves around eating, employment, exercise, and/or program situations and planning for reintegration.





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Refer section 62 of the CSA and the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.

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#### 3.8.3 Approval for association

The Chief Executive or delegate may approve prisoner associations with other MSU prisoners in the MSU. Refer section 62(1) of the CSA and the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers. In making decisions regarding prisoner associations, the Chief Executive or delegate will consider the Progression Instructions and may consult with the Chief Superintendent of the corrective services facility. Refer to section 3.7, Progression Pathway, in this COPD.

The following applies:

- a) the Chief Superintendent of the corrective services facility will ensure an MSU Pre- association Assessment Report is completed; and
- b) the Chief Superintendent of the corrective services facility will make a recommendation and then forward the MSU Pre-association Assessment Report to the Chief Executive or delegate. Refer section 62 of the CSA and the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.

No association between MSU prisoners may proceed until approved by the Chief Executive or delegate.

An association approved by the Chief Executive or delegate. Refer section 62 of the CSA and the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers is based on information available to the decision maker at the time the association is approved.

The MSU Manager/Supervisor will record in the MSU Management Plan how, when and where the prisoner association must occur.

An MSU prisoner's association with other MSU prisoners will be incorporated in a hierarchy of privileges and will be dependent upon a satisfactory level of interaction with MSU staff, compliance and cooperation with staff, a favourable assessment outcome for the proposed association and satisfactory completion of any preceding associations.





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Any association between MSU prisoners must be in accordance with each prisoner's MSU Management Plan.

Associations are a privilege and should only be afforded to prisoners following demonstration of appropriate behaviour, positive responses to interventions and program participation.

#### 3.8.4 Recording of associations

The MSU Management Team must ensure that a prisoner's level of association as outlined in the progression guidelines is recorded in the prisoner's MSU Management Plan. The MSU Management Plan will also outline which prisoner/s the prisoner is allowed to associate with subject to a pre-association assessment and the level of association as outlined in the progression guidelines. The MSU Management Plan must be electronically saved as an attached file in IOMS. A summary of the MSU prisoner's level of association as outlined in the MSU Management Plan must also be entered as a case note in IOMS.

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#### 3.8.6 Suspension of MSU prisoner association

If a corrective services officer becomes aware of any information after an MSU prisoner association decision is made that indicates that a prisoner association should not occur, they must immediately effect a suspension of the prisoner's MSU association. Refer Administrative Form 114 Suspension of MSU Prisoner Association.

The form is to be provided to the MSU Manager/Supervisor who will organise for an MSU Management Team to assess the suspension and make a recommendation to the Chief Superintendent or Superintendent of the corrective services facility.

The Chief Superintendent or Superintendent of the corrective services facility will then make a recommendation and forward the form to the Deputy Commissioner.

When a suspension has been initiated, the prisoner must not undertake any prisoner associations until a decision on the suspension has been made by the Chief Executive or delegate. Refer section 62 of the CSA and the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.

#### 3.9 Programs, education and services

An MSO may include directions about a prisoner's access to the programs, education and counselling services to be provided in accordance with each prisoner's assessed risks, needs and behaviour as well as program/service availability. The MSU Management Team is to consider the prisoner's MSU Management Plan and where appropriate include interventions based on the prisoner's pathway for progression. This may also include transitions planning and activity for prisoners who are within nine months of their fulltime discharge or parole eligibility.

Prisoners may be permitted access to the day/programs room or dedicated programs rooms to facilitate self-paced learning. Prisoners may be able to take approved library or program material into the room.

Security conditions including handcuffs are conditional upon the prisoner's current behaviour and stability with consideration given to all other relevant factors. Security conditions will be determined by the Chief Superintendent or Superintendent of the corrective services facility.





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Unless otherwise specified in the MSU Management Plan a prisoner is not to physically associate with another prisoner during program delivery.

#### 3.10 Employment

An MSU prisoner may be employed as a unit worker within the MSU, excluding those prisoners on stage 1 of the progression pathway. The nature of the role is subject to the operational requirements of the unit and consistent with the prisoner's MSO and MSU Management Plan. A prisoner employed as a unit worker within the MSU must be provided with a duty statement outlining his duties. Prisoner participation in employment outside the MSU is not permitted.

A personal search of prisoners undertaking cleaning/laundry duties must be conducted before and after completing duty. Cleaners/laundry persons must not have visual or verbal contact with other prisoners while performing their duties unless otherwise approved. Cleaners/laundry persons must be continuously supervised by MSU staff while performing their duties. If no prisoner is approved for employment, the Chief Superintendent or Superintendent of the corrective services facility must make alternative cleaning arrangements that do not involve prisoner association.

A prisoner must not be employed to clean any area beyond the MSU internal security perimeter nor the unit's movement control station, visits area, prisoner reception, vehicle lock, kitchen or any other area which may present a security risk.

All equipment that is required to carry out cleaning/laundry duties must be supplied from within the unit and on completion of the cleaning/laundry duties all equipment and supplies must be securely stored.

#### 3.11 MSU Management Plan review

The MSU Management Team must meet monthly to review and evaluate the progress of MSU prisoners including compliance with MSU Management Plans. Minutes of these meetings will be recorded, featuring decisions and action items, and provided to the Chief Superintendent or Superintendent of the corrective services facility and MSU Management Team members.

MSU Management Team recommendations regarding a prisoner's progression through the four stages of the progression pathway will be submitted to the Chief Superintendent or Superintendent of the corrective services facility for approval.

In making any recommendations or decisions regarding a prisoner's progress through the progression pathway, the MSU Management Team must assess and determine if the goals and objectives of the MSU Management Plan have been achieved. Information sources that must be considered include:

- a) the minutes of recent review meetings;
- b) all prisoner behaviour case reports, prepared by unit officers since the last review;
- c) any recent incident reports and/or breaches;
- d) any intelligence reports and/or advice; and
- e) any pre-association assessments and/or changes to the prisoner's approved association conditions.

A prisoner is able to advance from one stage of the progression pathway to the next at minimal intervals of at least two weeks (coinciding with fortnightly review meetings).

The length of time a prisoner spends on any of the four stages of the progression pathway will be dependent upon the prisoner's demonstrated behaviour. Only those prisoners whose conduct warrants progression shall be allowed to advance to the next stage.





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The initial MSU Management Plan and subsequent reviewed MSU Management Plans must be approved by the Chief Superintendent or Superintendent of the corrective services facility.

MSU prisoners must be provided an opportunity to participate in the MSU Management Plan review process, where appropriate, and to acknowledge the purpose and contents of the reviewed MSU Management Plan prior to its implementation. In cases where a prisoner's unsatisfactory behaviour prevents progression to the next stage, it must be explained to the prisoner what needs be achieved to progress to the next stage and behavioural expectations reinforced.

A prisoner may also be regressed through stages where behaviour is unsatisfactory.

Where the MSU Management Team makes a decision to regress or not progress a prisoner through the MSU Management Plan stages due to unsatisfactory behaviour, the prisoner has the right to request a review of the decision from the Chief Superintendent of the corrective services facility.

### 3.12 Staff responsibilities

Increased supervision and interaction by unit officers is fundamental to the effective management of prisoners in an MSU. Notwithstanding the out-of-cell limitations, unit officers are required to maximise the amount of time they spend in the unit communicating with prisoners.

At a minimum, one 'Institutional Conduct and Behaviour' category case note is to be entered in IOMS per prisoner each day by an MSU corrective services officer. MSU Supervisors are responsible for monitoring the quality and frequency of case note entries.

Refer to COPD Daily Operations: Case Management.

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A weekly prisoner behaviour case report that summarises the daily case notes for the previous week is to be completed in IOMS using the Prisoner Behaviour Case Report. Regular MSU officers will be assigned a case load of prisoners of which they are responsible for completing the case report. Prisoner behaviour case reports must be forwarded to the MSU Manager/Supervisor weekly and will be tabled for discussion at the monthly review meetings. MSU supervisors are responsible for monitoring the quality and frequency of prisoner behaviour case reports.







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#### 3.14 Reintegration planning

Planning for a prisoner's progression back into general prison accommodation must commence upon the prisoner's arrival at the MSU. Reintegration of a prisoner into general prison accommodation should be undertaken on a staged, progressive basis and in a manner that is consistent with the prisoner's identified coping skills. For example, staged reintegration for a particular prisoner could be facilitated through the prisoner's short-term placement in suitable accommodation.

#### 3.15 Intensive Management Plan

An Intensive Management Plan (IMP) must be developed and implemented for a prisoner at least two weeks prior to expiry of the MSO, exit from an MSU and reintegration to the general prison population. The IMP panel members must include, at a minimum;

- a) Chief Superintendent of the corrective services facility or nominee;
- b) Correctional Manager, Offender Development;
- c) Senior Psychologist;
- d) Correctional Manager, Accommodation; and
- e) Correctional Supervisor.

The initial IMP must be approved by the Chief Superintendent of the corrective services facility prior to its implementation. A copy must be forward to the Maximum Security Advisory Team (MSAT) at [REDACTED] for noting by the Maximum Security Advisory Panel (MAP).

The purpose of the IMP is to identify a supervision regime and intensive case management and intervention strategies that will support the prisoner's reintegration into the general prison accommodation, including mitigation of the behaviour/risk that resulted in the issuing of an MSO and the prisoner's placement in an MSU. Refer to COPD Safety Orders and Intensive Management Plans: Intensive Management Plans.

The chief executive or authorised delegate may determine that a prisoner may remain subject to an MSO after exit from an MSU. In such cases, the conditions for the prisoner's management must be specified in the IMP. Refer section 60 of the CSA.





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#### 3.16 Review of the IMP

The IMP must initially be reviewed, at a maximum duration of one month, for the purposes of determining the prisoner's compliance with the IMP and the identification of any strategies to address the prisoner's non-compliance. A summary of the reviewed information must be provided in the IMP section 'Summary of a Prisoner's Progress'.

The IMP may be finalised when all behavioural objectives are met and it is considered that an IMP is no longer required to manage the prisoner.

Subsequent reviews for a prisoner being managed on an IMP for the purposes of being reintegrated from the MSU must be conducted every two months.

The IMP review panel members must include, at a minimum;

- a) Chief Superintendent of the corrective services facility or nominee;
- b) Correctional Manager, Offender Development;
- c) Senior Psychologist;
- d) Correctional Manager, Accommodation;
- e) Correctional Supervisor; and
- f) Intelligence Adviser.

Reviews of the IMP must be approved by the Chief Superintendent of the corrective services facility prior to implementation/finalisation. A copy must be forward to MSAT at [REDACTED] for noting by the MAP.

#### 3.17 Complaints

A prisoner must be informed that any issue of concern should be raised with the MSU Manager/Supervisor in the first instance. The MSU Manager/Supervisor will then refer the matter to the Chief Superintendent and/or Superintendent of the corrective services facility if the issue cannot be resolved.

An official visitor must visit the unit for the purpose of considering prisoner complaints or issues at least once each month.

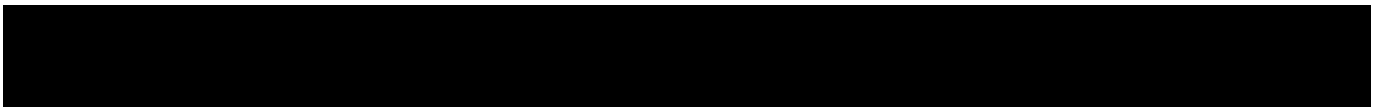
Refer sections 289 and 290 of the CSA.

#### 3.18 File management

The Offender File of a prisoner transferred to an MSU from another corrective services facility must accompany the prisoner. The prisoner's files must be located:

- a) Offender File - in the sentence management area; and
- b) Medical File - in the health centre.

Refer to COPD Reception Processes: Admission and Assessments.





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The prisoner's property must be deposited and recorded at the reception store utilised by the MSU. Refer to COPD Property: Management of Prisoner Property.

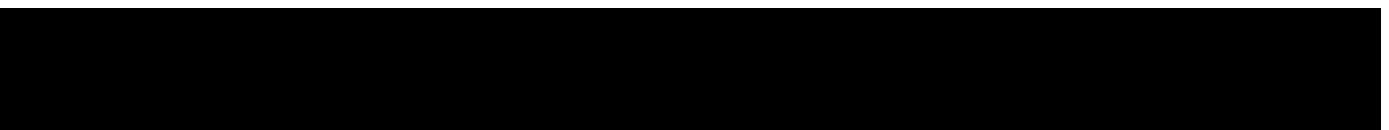
The MSU Manager/Supervisor must also be in attendance. During induction into the MSU, prisoners must be informed of the acceptable standards of behaviour including the consequences for both acceptable and unacceptable behaviour. Refer sections 113-124 of the CSA and section 18 of the CSR.



The Chief Superintendent of a corrective services facility with an MSU must develop and approve the format for a cell condition report.

Prior to a prisoner being accommodated in the unit, the selected cell must be searched. The prisoner must be invited to inspect the cell and confirm that all fixtures are in a satisfactory condition. The condition of fixtures must be noted in the cell condition report and the prisoner asked to sign the report. The MSU Manager/Supervisor must countersign the report.

When a prisoner is accommodated in the Detention Unit all staff must be cognisant of the at-risk indicators that may present as a consequence and take immediate action as required in accordance with the COPD At Risk Management: At Risk, where there are grounds for the raising of a Notification of Concern.





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Where a prisoner is accommodated in a Detention Unit and has not been identified as being at-risk of self-harm or suicide and does not present with at-risk indicators then any decision with respect to the prisoner's access to the exercise yard will be made in accordance with the ordinary day to day operation of the Detention Unit.

Refer sections 60-65 of the CSA, COPD Sentence Management: MSO Management and COPD Prisoner Accommodation Management: Detention Unit.

#### 4.3 Non-powered cell accommodation

A prisoner must not be accommodated in a non-powered cell unless:

- a) no other appropriate accommodation is available;
- b) the placement is necessary to mitigate risk to the prisoner or others; or
- c) the placement is necessary given the nature of an order (or a particular requirement of an order) that the prisoner may be subject to.

Should a prisoner be accommodated in a non-powered cell, the assessment and decision making of the placement is to be clearly documented in IOMS or within the relevant order and must be reviewed in line with requirements of the order.

Should a prisoner be placed in a non-powered cell, staff are to ensure that the prisoner's privileges are not affected (as far as practicable) unless specifically identified and approved within the relevant order in accordance with section 62(2) of the CSA.

#### 4.4 Prisoner movement

##### 4.4.2 Videoconferencing

The Chief Superintendent of a corrective services facility or nominee must establish a process to manage the attendance of a maximum security unit (MSU) prisoner to attend the centre's designated videoconferencing area where a suite in the MSU is not available. This may involve negotiations with the relevant court to schedule the appearance of an MSU prisoner at a time when no other prisoners will be present.





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#### 4.4.3 External escort approval process

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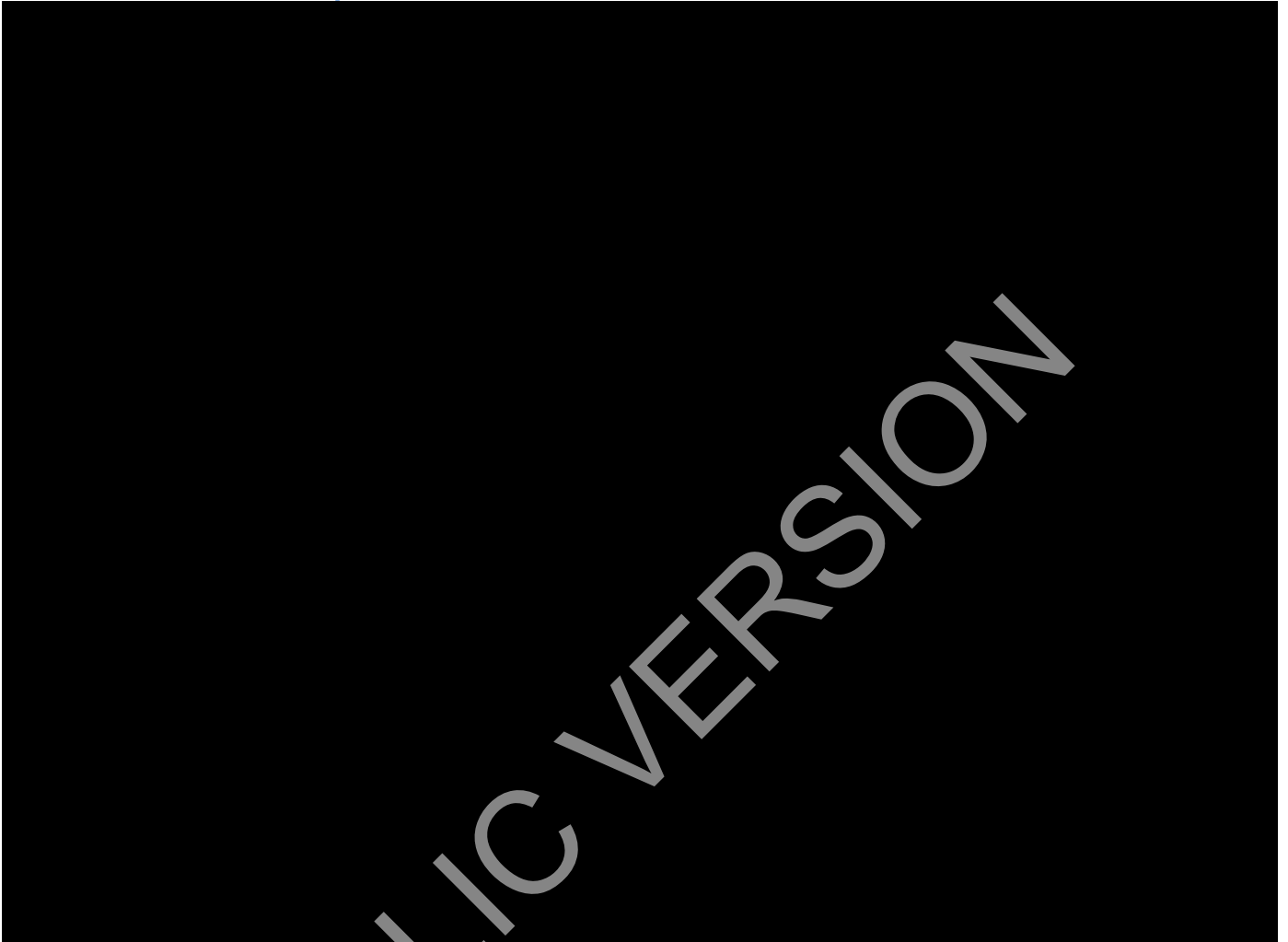




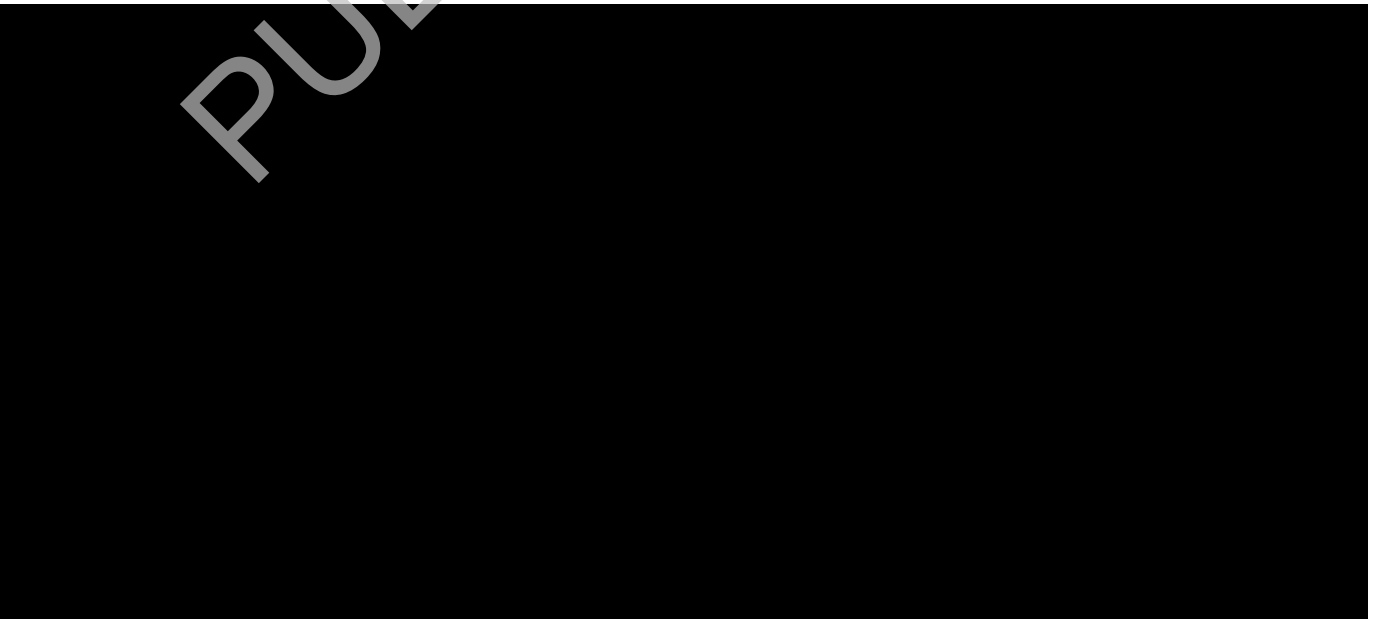
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### Custodial Operations Practice Directive



All prisoner movement within the MSU and external to the MSU is to be logged in the relevant MSU log book/register.



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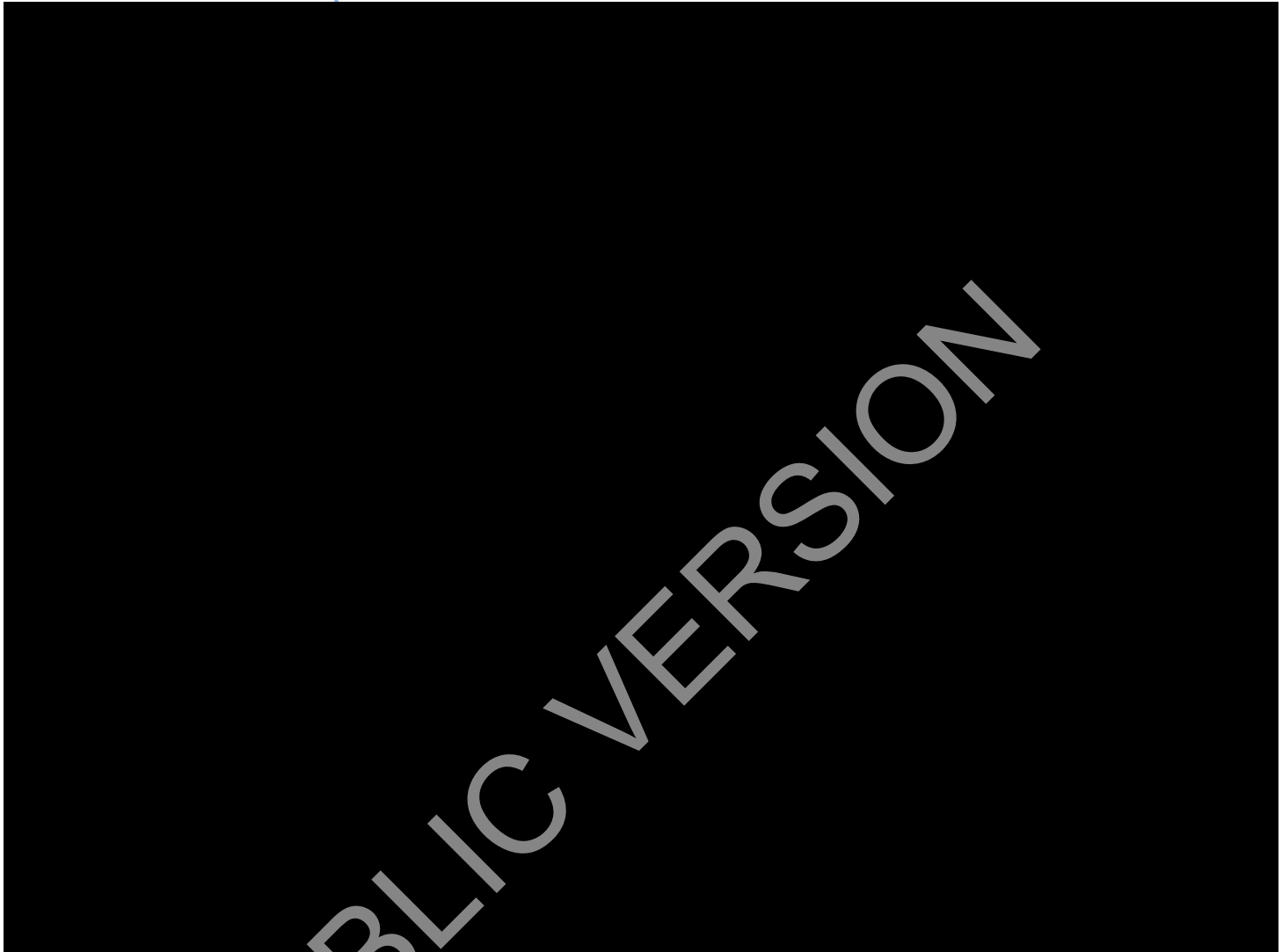
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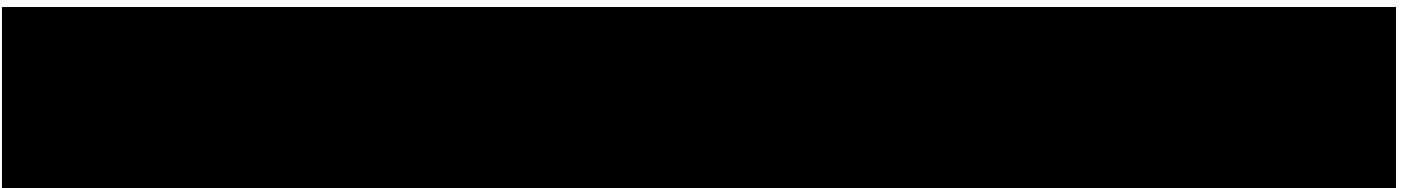


#### 4.11 Prisoner access to equipment in common areas/exercise yards

All recreational or general equipment items available to a prisoner in an MSU common area/exercise yard must be approved by the Assistant Commissioner. The Chief Superintendent or Superintendent of the corrective services facility will determine what items are to be made available to individual prisoners prior to prisoner issue.

Refer Appendix ACC3 Approved Recreational and General Equipment available to Prisoners in a Maximum Security Unit for items approved by the Assistant Commissioner.

Non-approved items must be removed – approval for an additional item must be received from the Assistant Commissioner prior to prisoner access.





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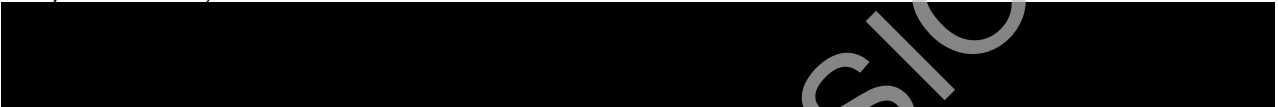
#### 4.12 Prisoner mail

Refer sections 44-49 of the CSA and COPD Prisoner Entitlements: Prisoner Communications.

To maintain the security and integrity of the MSU all prisoner mail must be managed in accordance with the COPD Prisoner Entitlements: Prisoner Communications.

All incoming and outgoing MSU mail must be:

- a) searched;



- d) if the mail is privileged mail, confirmed that a prescribed person has sent or is the intended recipient of the privileged mail to or from the prisoner.

Refer section 45(1) of the CSA (excluding privileged mail unless section 45(2) of the CSA applies).

Mail that is not in English should be translated within 48 hours if possible. Such mail must not be posted or delivered to a prisoner until the mail has been translated and analysed.

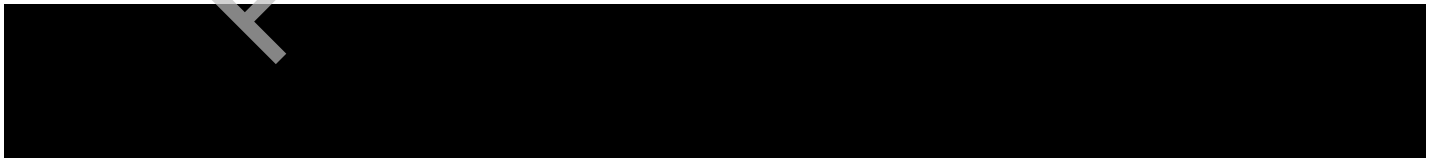
A register must be kept of all mail entering and leaving an MSU.

#### 4.13 Prisoner telephone calls

Refer section 50 of the CSA and the COPD Prisoner Entitlements: Prisoner Communications.

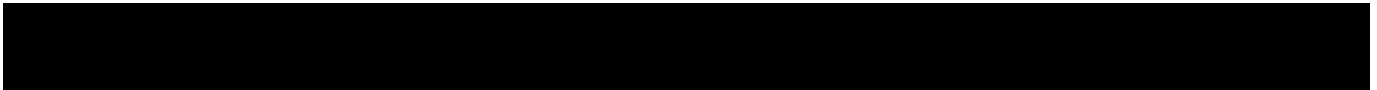
Prisoner telephone access will be detailed in an MSU prisoner's MSU Management Plan.

All telephone numbers listed on an Administrative Form 28 Application for Enrolment onto the Prisoner Telephone System for an MSU prisoner must be endorsed by the MSU Manager/Supervisor, Queensland Corrective Services Intelligence Group (QCSIG) and the Corrective Services Investigation Unit (CSIU) before final approval can be granted by the Chief Superintendent or Superintendent of the corrective services facility.



A prisoner's telephone call to the prisoner's lawyer, an officer of a law enforcement agency, the parole board or ombudsman must not be monitored.

An MSU prisoner is permitted to make phone calls on the Prisoner Telephone System from Monday to Friday during normal business hours, unless otherwise prescribed by an MSU Management Plan.





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Special phone calls may only be approved by the MSU Manager/Supervisor. The phone call may only be conducted on a phone that has a recording device and must be recorded and directly monitored by an officer. If the person (or prisoner) that the prisoner is calling cannot speak English, an interpreter service must be used for monitoring.

#### 4.14 Property

A prisoner's access to, and amount of, property must be in accordance with section 317 of the CSA and section 43 of the CSR. Refer to COPD Property: Management of Prisoner Property.

The Chief Superintendent of a corrective services facility may restrict the access to prisoner property in accordance with safety and security consideration consistent with the management of an MSU following an individualised consideration of risk.

Upon admission to the MSU, the prisoner must be issued the property detailed in Appendix ACC12 Amenities Provided on Admission to a Maximum Security Unit.

During out-of-cell hours, prisoners who are allowed access to an exercise yard may request to be provided approved items. The only approved items are:

- a) program or library material;
- b) portable radio approved by the Chief Superintendent of the corrective services facility; and
- c) drinking water in an appropriate container.

No other private property is permitted in an exercise yard.

#### 4.15 Buy ups

In accordance with a prisoner's MSO, the prisoner may purchase items using MSU Prisoner Canteen Price List. Refer to COPD Prisoner Entitlements: Prisoner Purchasing.

The MSU Manager/Supervisor must ensure that the amount of each item purchased, in combination with goods already in the prisoner's possession, does not exceed reasonable quantities, for example, one week's supply. Tinned foodstuffs must not be made available for prisoner purchase.

Under no circumstances are meals (except toast and cereal) to be prepared within the unit by officers. In the event that the corrective services facility's main kitchen is unable to prepare the meals, a trade instructor (caterer) or equivalent must be deployed to the MSU kitchen to prepare and plate the meals.

A prisoner must consume meals in his cell unless otherwise stated in the MSU Management Plan.

##### 4.16.1 In cell meals

A meal must be issued and utensils recovered via the handcuff hatch. If a meal time coincides with the prisoner's approved out-of-cell time, the prisoner is to be moved to his cell to have his meal.







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Prisoners must not have access to electrical food preparation equipment such as toasters, snack makers, jugs and frypans.

#### 4.17 Laundry

#### 4.18 Staff

#### 4.19 Log books

A log book must be maintained in an MSU for the recording of occurrences. This log book must include records of periods of open air exercise for prisoners subject to separate confinement. Refer section 4(d) of the CSR.

With the exception of prisoners who have restraints applied for external escorts in accordance with the Appendix ESC1 Escort Staffing, Weapons and Restraint Matrix, staff rostered to an MSU must also record:

- a) the time restraints are applied to a prisoner and removed;





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- b) the times apparent good health checks are conducted on those prisoners who have restraints applied for purpose of preventing them from harming themselves or others; and
- c) attendance of Offender Health Services staff.

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#### 4.21 MSU movement control room – fatigue breaks

Staff performing duty in an MSU movement control room should be aware of their vulnerability to fatigue or loss of focus following an extended period of time undertaking movement control duties. If such circumstances do appear to present themselves, officers may request a fatigue break at any time during their shift. In such circumstances, every effort should be made to accommodate such a request.

Staff should ordinarily be afforded a fatigue break after two hours of continuous duty in the MSU movement control.

Given that this is a specialised work environment, it is recognised that imposition of definitive two-hourly fatigue breaks may not be operationally achievable. In those circumstances, such breaks are to occur as soon as practicable thereafter.





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#### 4.22 Daily routine

The Chief Superintendent of the corrective services facility must develop a document that specifies the daily activities of the MSU and the times at which the activities are to be undertaken.

The Chief Superintendent of the corrective services facility should liaise with Chief Superintendent of other corrective services facilities with MSUs in the development of the daily routine document to ensure that, as far as practicable; there is consistency between daily routine documents. Daily routines of an MSU should not conflict with other daily routines within the corrective services facility.

The daily routine document must be accessible to staff working in the unit but not available to prisoners.

Exceptions to the routine, as well as visitors to prisoners who may be approved in advance, must be notified to unit staff by the Chief Superintendent or Superintendent of the corrective services facility on a daily basis.

Refer Appendix ACC4 Maximum Security Unit Compliance Report Flowchart.

Completed reports must be retained in accordance with the QCS Retention and Disposal Schedule.

#### 4.23 Handover process – day shift





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The MSU Manager and/or Supervisor must:

- read the handover notes left by the night supervisor and previous day supervisor;
- check that all items specified on the unit emergency response equipment, security equipment and firefighting lists are accounted for and serviceable;
- ensure that all keys have been returned to the appropriate key locker; and
- record the outcome of the abovementioned handover and any pertinent issues in the relevant log book.

At the cessation of each day shift, unit corrective services officers and the MSU Manager and/or Supervisor rostered must repeat the checks of the MSU as at the commencement of the day shift.

Refer to COPD Daily Operations: Supervisor Handover.

#### 4.24 Handover process – night shift

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#### 4.27 Detention unit use

A detention unit in an MSU, if available, may be used to accommodate a prisoner:

- a) in accordance with a separate confinement order under sections 118 and 121 of the CSA. Refer to COPD Prisoner Accommodation Management: Detention Unit; or
- b) where circumstances are such that the prisoner's safety or the security or good order of the corrective services facility cannot be achieved in a normal MSU cell. Refer sections 53 and 58 of the CSA and COPD Prisoner Accommodation Management: Detention Unit.

#### 4.28 Access and visitors



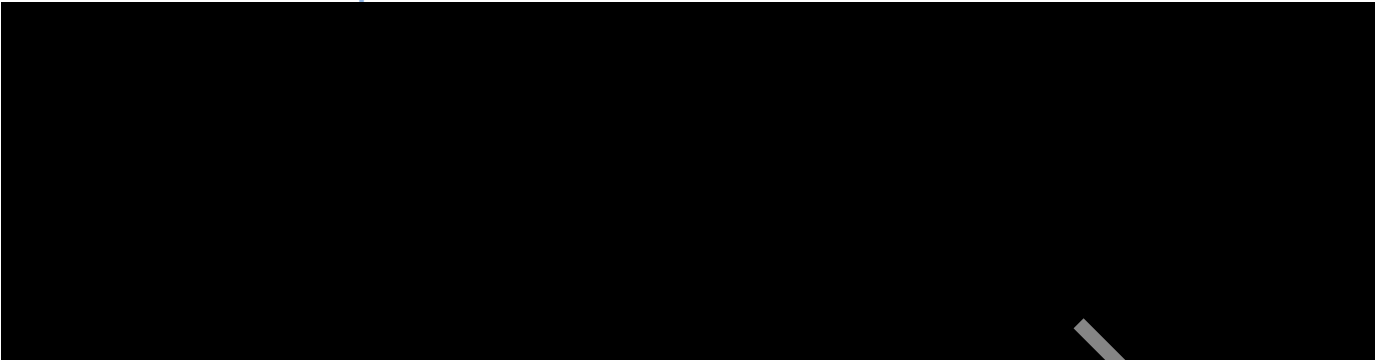




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Visitors must be security cleared prior to entry and must register and submit to security procedures upon entering the unit. No personal items are to be allowed into the prisoner zone of the unit without the approval of the MSU Manager and/or Supervisor.

Staff and professional visitors who have contact with a prisoner must be under the direct (physical or CCTV) observation of a corrective services officer who is able to readily respond to an incident.

Visits by law enforcement employees and professional visitors must be conducted out of the hearing, but not out of the sight, of a corrective services officer. Refer sections 164, 167 and 169 of the CSA and the COPD Visitors to a Facility: Interview Prisoner.

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