



Sentence Management

Admission and Induction

SM

Custodial Operations Practice Directive

Process Owner: Custodial Operations <u>and</u> Specialist Operations	Security Classification: Official/Public
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Scope
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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) recognition and equality before the law, including the right to equal and effective protection against discrimination;
- b) the right not to be treated or punished in a cruel, inhuman or degrading way;
- c) the right to privacy and to reputation;
- d) cultural rights – generally and for Aboriginal peoples and Torres Strait Islander peoples;
- e) the right not to be arbitrarily deprived of property;
- f) the right of an accused person who is detained or a person who is detained without charge to be segregated from persons who have been convicted of offences, unless reasonably necessary, and to be treated in a way that is appropriate for a person who has not been convicted; and
- g) the right to be treated with humanity and respect.

2. Limitation of Human Rights

Human rights can be limited if certain conditions are present:

- a) the limit must be provided under law;
- b) the limit must be reasonable; and
- c) any 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.

Queensland Corrective Services (QCS) staff must treat all prisoners with respect. Prisoners must not be discriminated against or harassed on the grounds of their medical condition, sexual identity, gender identity, intersex status or related issues.

Considerations relevant to the Lesbian, Gay, Bisexual, Trans/transgender, Intersex, Queer/questioning and Asexual (LGBTIQA+) cohort of prisoners (where this is known) must be taken into account during any decision making. Decisions are to be made on a case by case basis following an individualised assessment of relevant factors, including the reasonableness of the actions being considered.

3. Internal Oversight and Review Controls

Sentence Management Services are responsible for the internal oversight and review of key risk areas. Refer to the Internal Oversight and Review Controls attached in the related Directives and documents menu of this Custodial Operations Practice Directive (COPD) and the Administrative Form 140 Internal Oversight Control – Temporary Role Variation Request Form.





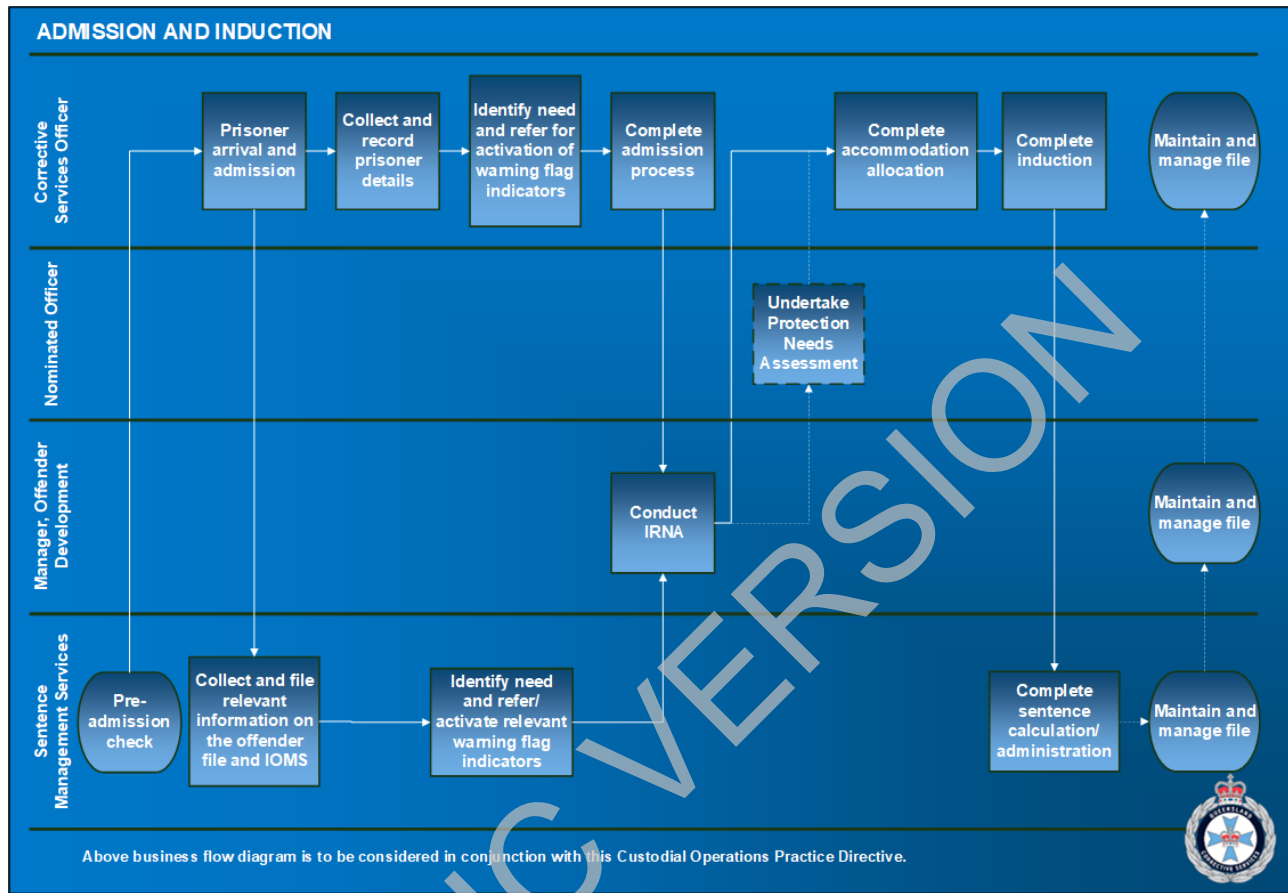
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4. Admission and Induction



Admission is the first point at which a prisoner enters a QCS facility, for each correctional episode or arrival after transfer from Community Corrections supervision. The process includes collection and recording of relevant information in the Integrated Offender Management System (IOMS) and assessing and managing any immediate risks and needs.

For further information regarding additional considerations during the admissions and induction process, refer to the following COPDs:

- Reception Processes: Admission and Assessments;
- Transgender Prisoners;
- Terrorist Prisoners: Terrorist Prisoner Management; and
- Terrorist Prisoners: Preventative Detention Orders.

5. Queensland Police Service (QPS) Transfers - Lawful Admission Tool

The Administrative Form 1 Lawful Admission Tool must be completed prior to receiving a prisoner into QCS custody. Accompanying documents, the Administrative Form 11A New Reception and Sentence Calculation Tool (Lawful Detention Unit) and Administrative Form 11B New Reception Tool (Centre SMS), provide guidance to the relevant business unit on the completion of each section of the tool. The completed Lawful Admission Tool must be scanned and attached to the prisoner's IOMS profile when received into QCS custody.





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Sentence Management Services (SMS) staff must liaise appropriately with reception store staff to ensure a list of prisoners who have been approved for transfer from QPS to QCS custody is completed prior to the prisoner's transfer.

For information regarding transfers of prisoners from QPS custody to the custody of QCS at the Princess Alexandra Hospital Secure Unit (PAHSU) or locations other than a corrective services facility refer to section 4 Transfer Requirements section of the COPD Sentence Management: Transfers.

6. Prisoner Arrival and Admission

6.1 Create/manage prisoner file

Search IOMS to identify if the prisoner has had prior contact with QCS. If they have not had prior contact they are to be classified as a new prisoner. If they have had prior contact, they are to be classified as a readmitted prisoner.

6.1.1 New prisoner

If the prisoner is a new prisoner, create a new Offender File. Register the Offender File on the RecFind database.

6.1.2 Readmitted prisoner

For a readmitted prisoner, request most recent hard copy file from archives via RecFind. This includes, when necessary, accessing and utilising any relevant pre-IOMS archive files.

6.1.3 Readmitted prisoner from court or Community Corrections

If the prisoner is being readmitted from court or Community Corrections, the existing hard copy file is to be requested from archives via RecFind or, in the instance of a prisoner from Community Corrections, requested from the prisoner's previous Community Corrections office.

6.1.4 Child Protection Offender Registry (CPOR)

If a reportable offender who has been identified with the Child Protection Offender Registry (CPOR) warning flag in IOMS is readmitted into corrective services custody (including from community supervision), an automated notification to CPOR will be generated by IOMS. This is in accordance with sections 5 and 57-58 of the *Child Protection (Offender Reporting and Offender Prohibition Order) Act 2004*. A relevant system generated case note will be automatically generated in IOMS.

6.1.6 Prisoners born in another country

Prisoners identified at induction as being born in another country are to be brought to the attention of the Australian Border Force (ABF) by Sentence Management Services (SMS). SMS are to notify ABF in all instances using the following email addresses:

- for sentenced prisoners: [REDACTED]; and
- for remand prisoners: [REDACTED]
and CC [REDACTED]





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When providing information to ABF please include the prisoner's full name and date of birth. Where the information is available, SMS are also to include the prisoner's Court Ordered or Parole Eligibility date as well as their full time release date.

6.1.7 Correspondence

Correspondence received from the ABF for a prisoner is to be issued within one business day of it being received by SMS to allow the prisoner the maximum amount of time to respond as per the timeframe outlined in the correspondence. A case note must also be entered confirming the date the correspondence was provided to the prisoner.

6.1.8 Prisoners requiring language assistance

Prisoners who have expressed or are observed to have difficulty communicating in English or are hearing/language impaired are entitled to the provision of accredited language assistance. If there is any doubt about the prisoner's English language communication skills, language assistance must be provided. Interpreters must be accredited in accordance with standards determined by the National Accreditation of Translators and Interpreters. Refer Appendix PE2 Translating and Interpreting Service Process.

6.2 Collect and record prisoner details

SMS are to collect and file relevant information on the Offender File and electronically in IOMS including:

- lawful detention related documents (warrants, court orders, interstate transfer, suspension or cancellation orders, protection orders) or other reports; and
- sentencing remarks, court transcripts, police briefs, adult and juvenile criminal history.

6.2.1 Obtaining documents via the Queensland Police Service (QPS) SCRAM portal

Sentence Management staff may access the QPS SCRAM portal to retrieve Queensland Criminal Histories and QP9s to support sentence management operational requirements for assessments and/or decision making.

Staff members requesting access to the SCRAM portal must complete Part 1 of the Request for External USER Access to SCRAM R2 form. Sentence Management Managers are responsible for emailing the Queensland Police Service Information Centre (QPSIC) with User Access Forms for staff to obtain access to the portal.

The SCRAM Portal User Guide (Self Service of Document Retrieval) provides instruction and detailed screenshots as to accessing the URL, navigating the system and retrieving the intended documents.

Should the functions of an SMS staff member no longer require access to SCRAM, or if they exit QCS, SMS Managers are responsible for emailing PIC to request removal of their access.

6.2.2 Historical or interstate documents

When a prisoner's documents cannot be accessed via the SCRAM portal (including interstate criminal histories and QP9s, or QP9s that predate October 2008), they are to be requested by:

- completing the QPS email template request in full;
- email subject line to read IOMS ID – CH/QP9 – prisoner's full name – SM location – date required (urgent only);
- attach all relevant court documentation to the email to facilitate request (i.e. VJR);
- urgent requests are to be identified in the email with an explanation as to the urgency of the request otherwise QPSIC will not prioritise processing; and
- forward the email request to [REDACTED] from the generic inbox at your location.





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The QPSPIC will return email the documents directly to the inbox where the original request was made.

6.2.3 New Zealand criminal histories

If information is available to indicate that a prisoner has a history of criminal convictions in New Zealand, a Criminal History Check may be requested by completing the Interpol Criminal History Check form and emailing this to the QPSIC via [REDACTED] for processing. Questions relating to the prisoner's passport number, CNI and family names of both parents may be left blank if unknown to QCS. The email subject line is to include: IOMS ID – CH/QP9 – prisoner's full name – SM location – date required (urgent only).

6.2.4 Attaching documents in IOMS

Upon receipt of the Queensland Person History, Queensland Court Outcomes History, QP9s or Interstate/New Zealand Histories, the documents are to be attached to IOMS by the receiving location according to the instructions in the Appendix SM17 Sentence Administration IOMS Attachments - Document Naming Conventions. This is to ensure consistency in attachment practice.

SMS staff are to comply with the Appendix SM17 Sentence Administration IOMS Attachments - Document Naming Conventions when selecting the 'type' and 'sub-type' to best represent the police document that is being attached (p2) and note in the description the date the document was printed by QPS.

The police documents are to be printed and added to the prisoner's physical file once attached on IOMS.

The Lawful Detention Unit remains the contact point for any issues with the receipt of police documents on [REDACTED]

The request is to be attached to IOMS confirming that the request has been made. This request is then to be removed once the requested documents have been received and attached to IOMS.

6.2.5 Sentencing remarks and transcripts

SMS staff are to request audio or transcripts of court proceedings using the QTranscripts platform at www.qtranscripts.justice.qld.gov.au. Individuals are required to provide proof of ID to register with QTranscripts. All staff must create a QGov account using their QCS email address (**not** personal email) and must provide 100 points of ID (for example, driver's license and Medicare card) in order to register with QTranscripts.

The QTranscripts Support Library provides instructions, articles and Frequently Asked Questions to assist staff in using QTranscripts.

6.2.6 Psychological and health reports

Offender Development are to receive, file and manage any psychological reports on the Offender File as necessary.

Health and medical information is to be included only in the prisoner's Queensland Health medical file.

Only information that is required to fulfil the responsibilities of government and the community may be collected and maintained by QCS in accordance with Appendix R2 File Model Requirements.





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6.3 Identify need and refer for activation of warning flag indicators

All corrective services officers must familiarise themselves with the Appendix SM1 Criteria for Warning Flag Indicators and refer a prisoner to the responsible authorising officer for activation or deactivation of any relevant warning flag indicators.

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