

Custodial Operations Practice Directive

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1. Human Rights

Prisoners' human rights are limited only to the extent that it is reasonably and demonstrably justifiable. All staff must act compatibly with human rights and consider human rights when making decisions.

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 not to be treated or punished in a cruel, inhuman, or degrading way;
- c) the prisoner's right to privacy;
- d) the prisoner's cultural rights generally and for Aboriginal peoples and Torres Strait Island peoples:
- e) the prisoner's right to be treated with humanity and respect; and
- f) the prisoner's right to freedom of expression including the freedom to seek, receive and impart information in writing.

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.

3. Purpose of Safety Orders

A safety order provides for the effective management of a prisoner, based on the presenting risk, and needs of the prisoner. It also provides for the lawful mechanism to separately confine a prisoner, subject to the grounds detailed in s.53 of the *Corrective Services Act* 2006 (CSA). Separate confinement in relation to a prisoner, means the separation of the prisoner from other prisoners. This includes circumstances where a prisoner is subject to a significant restriction in relation to their out of cell hours or their ability to interact with other prisoners.

The placement of a prisoner on a safety order is not to be a punitive measure.

The CSA provides for a range of safeguards to ensure the appropriate management of a prisoner who is the subject to a safety order. A safety order is dynamic in nature and may be cancelled following review or at any time where the presenting risk no longer requires the prisoner to be separately confined, by the Chief Executive or delegate. The safety order may also be amended to allow for a change of the conditions that apply to the prisoner as a result of a change in circumstance at any time during the period of the safety order.

Refer to the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.

Should a current safety order require amending, it is critical to provide specific detail in the "Return" tab/pop up text box to ensure the previous safety order particulars remain accessible under the "History" tab in the notes section. An example of relevant comments includes: Behavioural safety order (fighting) implemented on *date* has been amended to an at-risk safety order (self-harm) on *date*.





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There are three types of safety orders:

- a) a temporary safety order (refer to section 58 of the CSA);
- b) a safety order (refer to section 53 of the CSA); and
- c) a consecutive safety order (refer to section 54 of the CSA).

A prisoner's safety order must be available and accessible to all officers, to ensure the appropriate and effective management of the presenting risks and needs.

4. Temporary Safety Orders

Temporary safety orders may be used in circumstances, where a notification of concern is raised for a prisoner who is at-risk of self-harm or suicide and there are no psychologists (or doctor) available to undertake an immediate assessment of the prisoner (e.g. outside of hours).

Refer to the COPD At Risk Management: At Risk

4.1 Risk need for placement on temporary safety order identified

Section 58 of the CSA outlines the chief executive may make a temporary safety order for a prisoner if:

- a) a doctor or psychologist is not available to advise the chief executive about the risk of a prisoner harming himself, herself, or someone else; and
- b) a corrective services officer or nurse reasonably believes the prisoner may harm himself, herself, or someone else.

4.2 Raise a temporary safety order

A temporary safety order must be raised in IOMS.

A temporary safety order that has been generated in IOMS but has not been approved by the delegate is not a lawful mechanism by which to separately confine a prisoner.

A temporary safety order must not be for a period longer than five days.

4.3 Accommodation considerations

Prisoners placed on a temporary safety order may be accommodated in a detention unit, safety unit, health centre or prisoner accommodation cell.

In determining the placement of a prisoner subject to a temporary safety order, consideration must be given to a secure environment for the safe management of the prisoner in accordance with the assessed risk to staff, other prisoners, and the prisoner.

For information in relation to placement and management of a prisoner in accordance with accommodation cell type, see below:

- a) Detention unit COPD Prisoner Accommodation Management: Detention Unit;
- b) Safety unit COPD At Risk Management: Safety Unit; and
- c) Padded cell COPD At Risk Management: At Risk.





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4.4 Conditions to be specified on the temporary safety order

A temporary safety order for a prisoner must include conditions which outline:

- a) the extent to which the prisoner is to be separated from other prisoners accommodated in the corrective services facility;
- b) any special needs of the prisoner and how the needs must be met;
- c) how and when the prisoner may receive visits;
- d) the amount of property the prisoner may keep and access during the period of the temporary safety order;
- e) the prisoner's access to approved activities, courses, and programs; and
- f) the phone calls and electronic communications the prisoner may make.

Prisoners are required to be managed in the least restrictive environment necessary to ensure safety and security for themselves, other prisoners, staff, and visitors.

4.5 Approval of temporary safety order

A correctional supervisor may approve a temporary safety order following consultation with a Duty Manager or Chief Superintendent if no other delegate is available. For other delegates who are authorised to approve a temporary safety order refer to the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.

4.6 Review of a temporary safety order

A doctor or psychologist must review a temporary safety order as soon as practicable before the end of the order period and make a recommendation whether a safety order should be made, or the temporary safety order should be cancelled.

4.7 Recommendation following temporary safety order

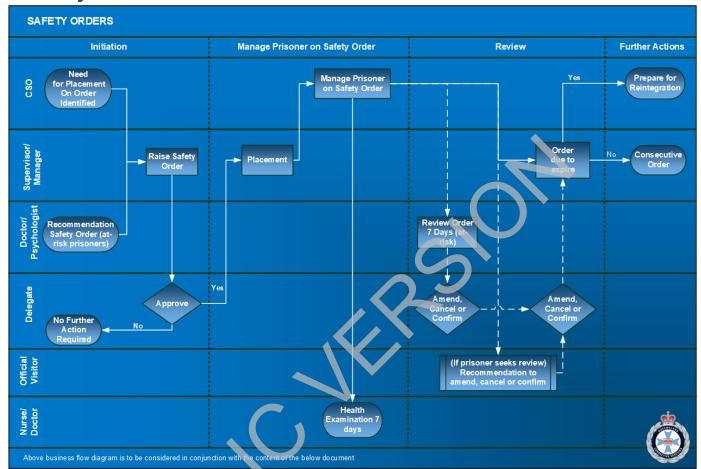
Following the review of the temporary safety order, where the doctor or psychologist recommends that a safety order be made then the temporary safety order is to be confirmed in IOMS. This will allow for a safety order to be created in IOMS, which then must be forwarded to the delegate for approval.





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5. Safety Orders



5.1 Need for placement on safety order identified

The safety of staff and prisoners is provided for by separating prisoners from the general prison population in certain circumstances. The conditions of a prisoner's separation are based on the individual risk and needs of the prisoner and the reason for the separation.

Section 53 of the CSA outlines:

- (1) The chief executive may make an order (a safety order) for a prisoner if—
 - (a) a doctor or psychologist advises the chief executive that the doctor or psychologist reasonably believes there is a risk of the prisoner harming himself, herself, or someone else; or
 - (b) the chief executive reasonably believes—
 - (i) there is a risk of the prisoner harming, or being harmed by, someone else; or
 - (ii) the safety order is necessary for the security or good order of the corrective services facility.

A safety order must not be for a period longer than one month.





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5.2 Raise safety order

Where there is a need to raise a safety order a correctional supervisor or a psychologist in the instance of an at-risk prisoner, must raise the safety order in IOMS and forward the safety order for to the delegate for approval. Refer to the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.



A safety order that has been generated in IOMS but has not been approved by the delegate is not a lawful mechanism by which to separately confine a prisoner.

5.3 Elevated Baseline Risk (EBLR) Prisoners

In the event that an Elevated Baseline Risk (EBLR) prisoner requires placement on a safety order as the consequence of an incident or other reason, consideration must be given to the secure environment and the safe management of the prisoner by a correctional supervisor after consultation with a psychologist and correctional manager or duty manager after hours.

The prisoner's EBLR plan and recent case notes must be reviewed prior to the determination of the specific safety order conditions for the prisoner. The plan will provide information as to previous triggers for self-harm which may impact on the conditions of the management/placement and other considerations to safely manage the prisoner.

The determination for the individual safety order conditions must be recorded in a case note on IOMS.

If there are any indications that the risk of self-harm/suicide has escalated as a result of the incident or reason for the safety order being raised, the prisoner must be kept in a corrective services officer's line of sight at all times to minimise the risk of self-harm/suicide until an Administrative Form 53 Notification of Concern is actioned. Refer to the COPD At Risk Management: At Risk.

5.4 Accommodation considerations

Prisoners placed on a safety order may be accommodated in a detention unit, safety unit, health centre or prisoner accommodation cell.

In determining the placement of a prisoner subject to a safety order, consideration must be given to a secure environment for the safe management of the prisoner in accordance with the assessed risk to staff, other prisoners, and the prisoner.

For information in relation to placement and management of a prisoner in accordance with accommodation cell type, see below:

- a) Detention unit COPD Prisoner Accommodation Management: Detention Unit;
- b) Safety unit COPD At Risk Management: Safety Unit; and
- c) Padded cell COPD At Risk Management: At Risk.





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5.5 Conditions to be specified on the safety order

A safety order for a prisoner must include conditions which outline:

- a) the extent to which the prisoner is to be separated from other prisoners accommodated in the corrective services facility;
- b) any special needs of the prisoner and how the needs must be met;
- c) how and when the prisoner may receive visits;
- d) the amount of property the prisoner may keep and access during the period of the safety order;
- e) the prisoner's access to approved activities, courses, and programs; and
- f) the phone calls and electronic communications the prisoner may make.

The delegate may limit the privileges of a prisoner during the period of the safety order if the delegate reasonably believes that during the period—

- a) it will not be practicable for the prisoner to receive privileges to the extent the prisoner would otherwise have received them; or
- b) having regard to the purpose of the safety order, it is not desirable that the prisoner receive privileges to the extent the prisoner would otherwise have received them.

The safety order must also state the extent to which, as decided by the delegate, the prisoner may receive privileges during the period of the safety order.

Special conditions stipulated on the safety order must be complied with.

Prisoners are required to be managed in the least restrictive environment necessary to ensure safety and security for themselves, other prisoners, staff, and visitors.

5.6 Approval of safety order

The delegates for approving safety orders are identified in the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.



5.7 Examination of prisoner on a safety order

A doctor or nurse must examine a prisoner subject to a safety order:

- a) as soon as practicable after the order is made;
- b) subsequently, at intervals that are, to the greatest practicable extent, of not more than seven (7) days. Refer to section 57 of the CSA; and
- c) medical examinations are to be recorded in IOMS using the safety orders medical review tab.

5.8 Review of a safety order by Official Visitor

When a prisoner is placed on a safety order, the prisoner must be informed that they may apply to have the safety order reviewed by an official visitor. This notification must be case noted.

A prisoner subject to a safety order may apply to the delegate requesting a review of the order by an official visitor. The Chief Superintendent of the corrective services facility must refer this request to an official visitor. The State Coordinator, Official Visitors will coordinate the review by the official visitor.

After completing a review, an official visitor must recommend to the delegate whether the safety order should be confirmed, amended, or cancelled.





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The delegate must then consider the recommendation and confirm, amend, or cancel the safety order.



Considerations and actions following the Official Visitor Review (OVR) being received by the delegate must be documented in the 'safety order review' tab screen in IOMS.

The outcome must also be documented in a case note, which must not include personal details of the Official Visitor such as their full name

The delegate is not bound by the official visitor's recommendation.

Refer to section 56 of the CSA.

5.9 Review of a safety order by a doctor or psychologist

If a safety order was made on the advice of a doctor or psychologist, the safety order must be referred to another doctor or psychologist for review:

- a) at intervals of not more than seven (7) days if recommended by the advising doctor or psychologist;
- b) otherwise, as soon as practicable. Refer to section 55 of the CSA; and
- c) reviews are to be recorded in IOMS using the safety orders review tab.

The reviewing doctor or psychologist must provide a recommendation to the delegate whether the safety order should be confirmed, amended in a particular way, or cancelled.

This will usually be undertaken as part of the Risk Assessment Team considerations and the requirements of the COPD At Risk Management: At Risk.

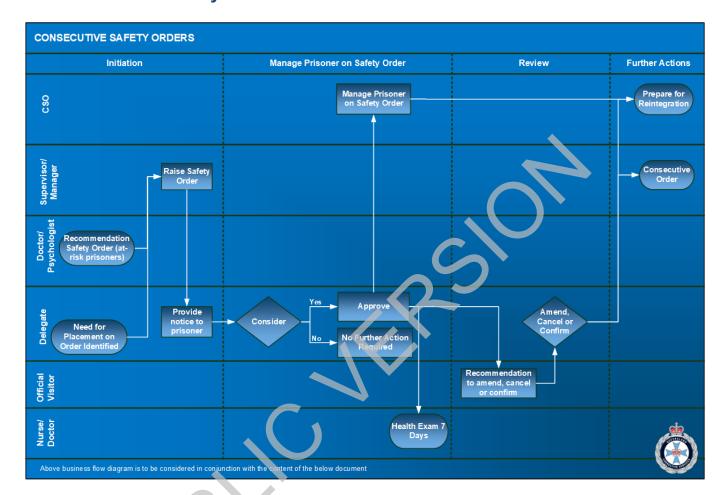
The delegate must then consider the recommendation and confirm, amend, or cancel the safety order. This decision must be recorded in IOMS. The delegate is not bound by the reviewing practitioner's recommendation.





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6. Consecutive Safety Orders



6.1 Need for placement on consecutive safety order identified

A consecutive safety order may be considered in circumstances where there is an ongoing need for the prisoner to be managed on safety order conditions for more than one month.

If the existing safety order was made on the advice of a doctor or psychologist, a consecutive safety order may only be made on the further advice of a doctor or psychologist.

Where the delegate is considering the need for a further safety order, then not more than fourteen (14) days before the end of the existing safety order, the delegate must give written notice to the prisoner advising the prisoner that:

- a) the delegate is about to consider whether a further safety order should be made; and
- b) the prisoner may, within seven (7) days after receiving the written notice, make submissions to the delegate about anything relevant to the decision about making the consecutive safety order.

When providing the written notice to the prisoner, the prisoner must be advised of their right to submit in writing anything of relevance to the delegate. This notification must be case noted in IOMS.





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The letter to the prisoner and any response from the prisoner must be saved electronically to the Safety Order attachments tab in IOMS.



6.2 Raise consecutive safety order

Where there is a need to raise a consecutive safety order a person nominated by the Chief Superintendent must raise the consecutive safety order in IOMS and forward the consecutive safety order for approval. Refer to the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.



A consecutive safety order that has been generated in IOMS but has not been approved by the delegate is not a lawful mechanism by which to separately confine a prisoner.

6.3 Accommodation considerations

Prisoners placed on a consecutive safety order may be accommodated in a detention unit, safety unit, health centre or prisoner accommodation cell.

In determining the placement of a prisoner subject to a consecutive safety order, consideration must be given to a secure environment for the safe management of the prisoner in accordance with the assessed risk to staff, other prisoners, and the prisoner.

For information in relation to placement and management of a prisoner in accordance with accommodation cell type, see below:

- a) Detention unit COPD Prisoner Accommodation Management: Detention Unit;
- b) Safety unit COPD At Risk Management: Safety Unit; and
- c) Padded cell COPD At Risk Management: At Risk.

6.4 Conditions to be specified on the consecutive safety order

A consecutive safety order for a prisoner must include conditions which outline:

- a) the extent to which the prisoner is to be separated from other prisoners accommodated in the corrective services facility;
- b) any special needs of the prisoner and how the needs must be met;
- c) how and when the prisoner may receive visits;
- d) the amount of property the prisoner may keep and access during the period of the consecutive safety order;
- e) the prisoner's access to approved activities, courses, and programs; and
- f) the phone calls and electronic communications the prisoner may make.

The delegate may limit the privileges of a prisoner during the period of the safety order if the delegate reasonably believes that during the period—

- a) it will not be practicable for the prisoner to receive privileges to the extent the prisoner would otherwise have received them; or
- b) having regard to the purpose of the safety order, it is not desirable that the prisoner receive privileges to the extent the prisoner would otherwise have received them.

The safety order must also state the extent to which, as decided by the delegate, the prisoner may receive privileges during the period of the safety order.

Special conditions stipulated on the safety order must be complied with.

Prisoners are required to be managed in the least restrictive environment necessary to ensure safety and security for themselves, other prisoners, staff, and visitors.





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6.5 Approval of consecutive safety order

The delegate must consider any submission made by the prisoner in making the decision about whether to make a consecutive safety order.

The Chief Superintendent of a corrective services facility is responsible for approving consecutive safety orders for prisoners accommodated at that centre. For other delegates who are authorised to approve a temporary safety order refer to the Queensland Corrective Services Instrument of Delegation of Chief Executive Powers.

A consecutive safety order must be made not more than seven (7) days before the end of the existing safety order.

If the Chief Superintendent is unavailable to consider a consecutive safety order, and there is an urgent need, e.g. the substantive order will expire; the order is to be forwarded to an Assistant Commissioner within Custodial Operations for consideration or another delegate.

When a person is performing the duties of Chief Superintendent IOMS access permission should be amended to allow for the approval of consecutive safety orders.

6.6 Examination of prisoner on a consecutive safety order

A doctor or nurse must examine a prisoner subject to a consecutive safety order:

- a) as soon as practicable after the order is made;
- b) subsequently, at intervals that are, to the greatest practicable extent, of not more than seven (7) days. Refer to section 57 of the CSA; and
- c) medical examinations are to be recorded in IOMS using the safety orders medical review tab.

6.7 Review of a consecutive safety order by an Official Visitor

An official visitor must review a decision to make a consecutive safety order (a safety order of more than one month, refer to sections 56(4) and (10) of the CSA) by the delegate. The safety order must be reviewed as soon as practicable to the end of the first month and at subsequent intervals of not more than one (1) month until the period ends. The review will occur after the making of the consecutive safety order as this is the decision that the official visitor must review. After completing a review of a decision to make a consecutive safety order, an official visitor must recommend to the delegate if the safety order should be confirmed, amended, or cancelled, refer to section 56 (6) of the CSA.

The Chief Superintendent as the delegate must consider the information in the Official Visitor Review (OVR) of a safety order. The OVR may recommend that the delegate, confirm, amend, or cancel the order. Considerations and actions following the OVR being received by the delegate must be documented in the safety order review tab screen in IOMS.

The outcome must also be documented in a case note, which must not include personal details of the Official Visitor such as their full name.

Should a prisoner no longer need to be managed on a consecutive safety order and the order is required to be cancelled, advice must be provided to the delegate who will determine whether the order will be cancelled on IOMS.





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The State Coordinator, Official Visitors will ensure that an official visitor report is completed and provided to the delegate for consideration, refer to the Official Visitor Review of safety order (s56 of the CSA) Form.

The delegate must record reasons for the decision to approve or not approve the consecutive safety order in IOMS via the safety order review tab. Additionally, any correspondence to the prisoner must be saved electronically to the safety order attachment tab in IOMS.

6.8 Review of a consecutive safety order by Official Visitor at request of the prisoner

When a prisoner is placed on a consecutive safety order, the prisoner must be informed that they may apply to have the consecutive safety order reviewed by an official visitor. This notification must be case noted in IOMS.

A prisoner subject to a safety order may apply to the delegate requesting a review of the order by an official visitor. The Chief Superintendent of the corrective services facility must refer this request to an official visitor. The State Coordinator, Official Visitors will coordinate the review by the official visitor.

After completing a review, an official visitor must recommend to the delegate whether the consecutive safety order should be confirmed, amended, or cancelled.

The delegate must then consider the recommendation and confirm, amend, or cancel the consecutive safety order.



Considerations and actions following the OVR being received by the delegate must be documented in the safety order review tab screen in IOMS.

The outcome must also be documented in a case note, which must not include personal details of the Official Visitor such as their full name.

The delegate is not bound by the official visitor's recommendation.

Refer to section 56 of the CSA.

6.9 Review of a consecutive safety order by a doctor or psychologist

If a consecutive safety order was made on the advice of a doctor or psychologist, the consecutive safety order must be referred to another doctor or psychologist for review:

- a) At intervals of not more than seven (7) days if recommended by the advising doctor or psychologist; or
- b) otherwise, as soon as practicable. Refer to section 55 of the CSA; and
- c) reviews are to be recorded in IOMS using the safety orders review tab.

The reviewing doctor or psychologist must provide a recommendation to the delegate whether the consecutive safety order should be confirmed, amended in a particular way, or cancelled. This will usually be undertaken as part of the Risk Assessment Team considerations and the requirements of the COPD At Risk Management: At Risk.





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The delegate must then consider the recommendation and confirm, amend, or cancel the consecutive safety order. This decision must be recorded in IOMS. The delegate is not bound by the reviewing practitioner's recommendation.



When a Safety Order (including Consecutive Safety Order) has been cancelled, it is no longer a lawful mechanism by which to separately confine a prisoner.

7. Requirements for Managing Prisoners on Temporary, Safety and Consecutive Safety Orders

Additional
Considerations
– Aboriginal
and Torres
Strait Islander
Prisoners

After making a safety order for an Aboriginal or Torres Strait Islander prisoner, the Chief Executive must tell the following persons about making the order:

- a) A cultural liaison officer (the officer must also be asked to visit the prisoner);
- b) If an Aboriginal or Torres Strait Islander elder, respected person or indigenous spiritual healer has been appointed for the corrective services facility the elder, respected person or indigenous spiritual healer (refer to section 293 of the CSA); and
- c) The person nominated by the prisoner as the prisoner's contact person.

Refer to section 8 of the Corrective Services Regulation 2017 (CSR).

The intent of this requirement is to act as a safeguard for the prisoner. It is a mandatory requirement, which does not allow staff to substitute the manner in which the advice is provided i.e. by allowing the prisoner to make a phone call.

The details of the provision of the advice must be recorded in the safety order screen on IOMS. Where a prisoner declines or refuses to nominate a contact person this must also be recorded on IOMS.

Where a prisoner on a safety order is separately confined, the prisoner must be given the opportunity to exercise in the fresh air for at least two daylight hours a day, refer to section 4(d) of the CSR.

Where a prisoner refuses or declines the out of cell time, or where the prisoner requests that the out of cell time period ceases early this must be recorded in a case note in IOMS. A case note must also be made in circumstances where a prisoner does not receive this period of out cell time detailing the reasons.

Prisoners must be informed verbally and in writing of the reasons for being separated under a safety order. Where provision of information contained in the safety order would not constitute a threat to the good order and security of the corrective services facility, the prisoner should be provided a copy of the safety order.

Where a prisoner is placed on a safety order due to the risk of the prisoner harming themselves – the prisoner will be managed in accordance with the COPD At Risk Management: At Risk, and the prisoner's At Risk Management Plan, Administrative Form 63 (safety order conditions and any privileges limitations must be developed in accordance with this, refer to sections 53(3) and (4) of the CSA and sections 7 and 8 of the CSR).





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Refer to the Appendix SO1 - Safety Orders Register and Administrative Form 80 Safety Orders Checklist.

8. Amending Safety Orders Generally

IOMS functionality allows for amendments to be made to a safety order to reflect changes in the conditions and/or reasons for making the safety order. Safety orders are not to be cancelled and another order created to effect an amendment.

Should there be a need to amend a safety order, the order is to be amended in IOMS and sent to the delegate for approval.

When an amended safety order is with the delegate for approval, the original order, including reasons and conditions, remain in place until such time as the authorised delegate has considered and approved the amendment.

If a current safety order requires amending, it is critical to provide specific details in the 'Return' pop up text box to ensure the previous safety order particulars remain accessible under the 'History' tab, in the 'Notes' section.

An example of relevant comments includes: Behavioural safety order (fighting) implemented on *date* has been amended to an at-risk safety order (self-harm) on *date*. If a current safety order requires amendment, the original commencement date and time of this safety order must not change.

9. Transfer of a Prisoner who is Subject to a Safety Order

Where a prisoner who is the subject of a safety order is transferred to another corrective services facility, the sending Centre is not to cancel the safety order, prior to the prisoner leaving the Centre. The Centre must advise the receiving Centre that the prisoner is currently the subject of a safety order.

The receiving Centre must decide as to whether the prisoner should remain on a safety order at that Centre. Where a decision is made by the delegate to continue the prisoner on a safety order, the current safety order is to be amended. The amended safety order must then be approved by the delegate.

Where the delegate determines the safety order is not required, the delegate may cancel the safety order.

10. Reintegration

Reintegration of a prisoner from a safety order into general prison accommodation should be undertaken on a staged and progressive basis and in a manner that is consistent with the prisoner's coping skills. For example, staged reintegration for a prisoner could be facilitated through the prisoner's short term placement into the mainstream population or into a routine that applied to the prisoner before the safety order took effect.

For prisoners that have been placed on a safety order as a result of problematic behaviour (e.g. violent/abusive/bullying) or concerns for the safety of the prisoner or for an extended period, consideration must be given to whether the prisoner should be managed under an IMP, refer to COPD Safety Orders and Intensive Management Plans: Intensive Management Plans.





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11. Safety Order Register

A Safety Order register must be maintained which must include conditions prescribed in accordance with section 59 of the CSA.

Timeframe	Period of Placement on a Safety Order A safety order may be made for a period up to one month (refer to section 53(2) of the CSA). A month means a <i>calendar month</i> which means a period starting at the beginning of any day of one (1) of the 12 months and ending: a) immediately before the beginning of the corresponding day of the next named month; or b) if there is no such corresponding day – at the end of the next named month. Refer to section 36 of the <i>Acts Interpretation Act 1954</i> .
	Period of Placement on a Temporary Safety Order A Temporary Safety Order must not be made for longer than five days.
	Consecutive Safety Order A recommendation to approve a Consecutive Safety Order must be communicated to the delegate a minimum of three business days prior to the expiry of the existing safety order.
	Corrective Services Officers are responsible for monitoring prisoners and reporting relevant information with regards to any risks that may require management via a Safety Order.
Responsible Officer	Corrective Services officers are responsible for managing prisoners as per conditions of a safety order.
	Supervisors are responsible for raising safety orders in IOMS and are responsible for managing prisoners as per conditions of a safety order.
	The relevant Correctional Manager will manage the process should a consecutive safety order be required.
Approval and Review	The relevant delegate will approve: a) Safety Orders; b) Temporary Safety Orders; and c) Consecutive Safety Orders.

The Chief Superintendent of a corrective services facility must ensure that all personnel operating closed circuit television monitoring and recording devices are instructed on and acknowledge the intent of the Code of Conduct for the Queensland Public Service and Use of Information and Communication Technology Facilities and Devices Procedure.

