Policy summary

Inmates are provided with access to the Offender Telephone System (OTS) to give them the opportunity to maintain and develop family and community relationships. The OTS also provides them with a means to access legal assistance, the NSW Ombudsman and other approved organisations or persons.

Corrective Services NSW (CSNSW) will meet the costs of:

- all phone calls to those numbers listed on the Common Auto Dial List (CADL)
- 3 personal local phone calls and all legal telephone calls per week for an unconvicted inmate
- 1 personal local phone call per week for a convicted inmate.

Inmates may have up to 10 personal numbers and 3 legal contact numbers programmed into their OTS accounts. All personal telephone calls by inmates must be recorded and may be monitored except for those phone calls made by inmates to their legal representatives, or to an exempt body or person.

Management of Public Correctional Centres Service Specifications

<table>
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<th>Decency and respect</th>
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<tbody>
<tr>
<td></td>
<td>Safety and security</td>
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</tbody>
</table>

The current version of this document is maintained on the Custodial Operations Policy & Procedures Intranet page.
Scope

This section applies to all correctional centres and other facilities administered by or on behalf of CSNSW, and all CSNSW employees.
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1 Inmate telephones

1.1 Inmate access to the OTS

Inmates are given access to the OTS to provide them with the opportunity to maintain and develop family and community relationships. The OTS also provides inmates with a means to access legal assistance, the NSW Ombudsman and other approved organisations or persons.

Inmates must complete an *Inmate telephone account allocation* form in order to gain access to the OTS and to add or change any numbers allocated to their account. Inmates can list up to 10 personal phone numbers and 3 legal phone numbers on the *Inmate telephone account allocation* form. These can include mobile, international and inter-state telephone numbers. Identification is not required prior to setting up an inmate telephone contact.

Inmates must ensure that correct information is provided, including the organisations/person:

- name
- phone number
- relationship
- address.

Inclusion of any numbers onto an inmate’s OTS account are subject to there being no restrictions or prohibitions in place, such as a type 2 Apprehended Violence Order (AVO) (refer to COPP 20.1 AVOs).

Governors must allow inmates, who are in:

- segregated custody
- assessment cells
- confinement to cell
- protective custody, or
- otherwise restricted in terms of telephone usage

to have access to an OTS telephone and ensure that they are told that they are permitted to contact organisations or persons listed on the Common Auto Dial List (CADL).

Inmates on escort, temporally absent or discharged will have their OTS account automatically deactivated.

1.2 Procedures

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Authorised officer</td>
</tr>
</tbody>
</table>

*Provide inmate with an Inmate telephone account allocation form*
2. Check OIMS Alerts, to confirm that each contact listed on the Inmate telephone account allocation sheet is not subject to any restriction or prohibition (refer to COPP section 20.1 AVOs)  

Authorised officer

3. Confirm the validity of all listed legal contact numbers  

Authorised officer

4. Enter the details for all approved contacts into OIMS (Institution > Personal and professional contacts)  

Note: staff can access OTS Online training and OTS and OIMS Resources which provide instructions on how to enter contacts into OIMS. For example, a step by step guide for entering contacts is available on the intranet  

Authorised officer

5. File the Inmate telephone account allocation sheet into the Electronic Document Management Record System (EDRMS) into the relevant local folder.  

Authorised officer

1.3 Call costs and durations  

CSNSW will meet the costs of the following inmate telephone calls:

- all calls to those numbers listed on the CADL  
- 1 personal local call per week for a convicted inmate. Convicted inmates must meet the cost of all legal calls and all other personal calls.  
- 3 personal local calls and all legal calls per week for an unconvicted inmate. Unconvicted inmates must meet the costs of all other personal calls.

Approval may be given for a call to be made at CSNSW expense if the inmate has insufficient funds to meet the cost.

The duration of phone calls is as follows:

- personal local calls and inter-state calls (6 minutes)  
- international calls (10 minutes)  
- legal calls (10 minutes).

Inmates cannot make consecutive calls. Once a telephone call is completed, the OTS will not allow the inmate to make another call for 10 minutes.

1.4 Operating times and equipment  

Inmate access to the OTS phones is subject to operational needs. Every effort must be made to allow inmates to have maximum access to OTS so that they have the opportunity to maintain and develop their family and community relationships.

The governor of the correctional centre must determine the standard times that inmates will be permitted to make phone calls, and document these in an OTS change request form. This form must also be completed and submitted as a Service.
Request if there are any changes to standard phone access times or CADL numbers, as approved by the governor.

In exceptional circumstances, the governor may approve additional calls outside of the standard phone access times for compassionate reasons such as serious illness, death or a birth in the inmates’ family (refer to subsection. The governor may also approve for an inmate to call their legal representative outside of the standard phone access times.

Correctional centres may also complete an OTS – Request to Relocate; Modify; Cancel or Add Equipment form where required. All completed forms must be submitted to DTS in a Service Request.

1.5 CADL (Exempt bodies and persons)

The CADL function within the OTS enables inmates to select and call the telephone number of approved organisations or person’s such as Law Access, Legal Aid NSW, the Aboriginal Legal Service NSW, Corrective Services Support Line, Justice Health Patient Health Inquiry Line, and the NSW Ombudsman.

Telephone call charges to approved organisations or persons are not to be debited from an inmate’s individual OTS account. Normal time restrictions apply to CADL calls. CADL numbers are globally set, and are administered centrally by the contracted telecommunications service provider on advice from CSNSW.

All inquiries regarding CADL numbers are to be directed to the office of the General Manager (GM), State-Wide Operations.

1.6 Verification of legal representatives

Where an inmate has provided the contact details of their legal representative within the Inmate telephone account allocation form, these details may be verified. This may include:

- contacting the number provided and confirming that the number is for the legal representative, and
- verifying that they are a registered practitioner on the NSW Law Society website.

Inmates must have access to their legal representatives and must not be impeded in their attempts to gain access to their legal representatives. Inmate calls to their legal representative must not be recorded or monitored.

1.7 Notices

Notices in English and community languages must be prominently displayed to provide warning to inmates that their personal telephone calls may be monitored and recorded (other than telephone calls to a legal representative, exempt bodies or persons). Notices must be displayed:
• next to all telephones that are used by inmates
• any other area where inmates may engage in telephone communication, and
• on other notice boards in the correctional centre.

A recorded message will be played at the beginning of each call to ensure that inmates and the people that they call on the OTS are aware that their telephone conversations may be monitored and recorded. The following recorded message is played prior to the callers being connected:

“You are about to receive a telephone call from an inmate at the………………… correctional centre, your conversation will be recorded and may be monitored, if you do not wish to receive this call, please hang up now.”

1.8 Procedures for notices

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check that instructional notices in English and community languages are prominently displayed in the immediate area where inmates use OTS telephones</td>
<td>FM</td>
</tr>
<tr>
<td>2. Check that the inmates who are unable to read are assisted in understanding the information outlined in the OTS telephones notices.</td>
<td>FM</td>
</tr>
</tbody>
</table>

1.9 Inmates with hearing and/or speech impairments

The State-wide Disability Services (SDS) can provide a range of devices to assist inmates with physical or sensory disabilities with their general living while in custody, including those with hearing loss and/or speech impairments that have difficulties communicating over the telephone.

The type of device required is determined following an assessment of the inmates functioning by the Services and Programs Officer (SAPO), Justice Health & Forensic Mental Health Network (JH&FMHN) or other allied health professional, and will be supplied by SDS (Refer to COPP sections 6.3 Inmate health needs and 6.9 Inmate with disabilities).

1.10 Work health & safety

All telephone handsets used by inmates in correctional centres are a potential transmission source of communicable diseases.

Bacteria can easily survive in the air or in moisture in the person’s breath and saliva. The most effective way of preventing the transmission of communicable disease via shared telephone handsets is to clean them with an approved commercial disinfect each day.

The Functional Manager (FM) must ensure that telephone handsets are cleaned by the inmate cleaner daily.
2 Operational checks

2.1 Staff access to the OTS

Staff must complete an Offender telephone system access form via the DTS Service Portal on the intranet in order to gain access to the OTS.

The GTL OTS User Guide provides staff with instructions on how to use and operate the OTS system. Staff may also refer to the OTS Frequently Asked Questions for further information.

2.2 Monitoring and recording

Governors (and their delegated officers) must control, record and monitor all personal inmate OTS and non-OTS telephone and facsimile communications. This does not apply to calls made by an inmate to their legal representatives or to an exempt body or person.

The FM Intelligence has the overall responsibility for the recording and monitoring of inmate personal telephone calls. All personal OTS calls made by an inmate must be recorded and may be monitored regardless of their security rating.

When authorised officers who are monitoring personal OTS telephone calls hear content that is prejudicial to the safety, security, good order and discipline of the correctional centre, they must stop the call and immediately inform the relevant FM. A detailed written report outlining the OTS telephone call’s content must be provided to the governor.

2.3 Procedures

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check that recording, monitoring and reporting responsibilities are being implemented</td>
<td>FM</td>
</tr>
<tr>
<td>2. Check for breaches of the integrity of the OTS and related anomalies</td>
<td>FM</td>
</tr>
<tr>
<td>3. Keep a journal to document all OTS checks undertaken</td>
<td>FM</td>
</tr>
<tr>
<td>4. Report all breaches of the integrity of the OTS and related anomalies to the governor.</td>
<td>FM</td>
</tr>
</tbody>
</table>
3 Phone restrictions after complaints/reports

3.1 Policy

Inmates may make, or attempt to make, contact with members of their families or other members of the community that is unwelcome, distressing or contrary to a court order.

The governor of the correctional centre must be informed when a complaint has been made or a report is received which states that an inmate has made unwelcome communication.

2.7 Procedure

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check that procedures for restrictions on access to identified telephone numbers are being implemented</td>
<td>FM</td>
</tr>
<tr>
<td>2. Immediately blacklist the number in OIMS so that the number is disabled on the inmate’s OTS, where a complaint or report has been received Note: staff can view a step by step guide for this on the intranet</td>
<td>FM</td>
</tr>
<tr>
<td>3. Inform the inmate the number will no longer be available for them to contact</td>
<td>FM</td>
</tr>
<tr>
<td>4. Record the telephone number on the OIMS Alerts screen (External Contact/No Contact)</td>
<td>FM</td>
</tr>
<tr>
<td>5. Ask the complainant to send a letter setting out the circumstances involved and the specifics of what was said during the telephone call.</td>
<td>FM</td>
</tr>
</tbody>
</table>

4 Inter-centre telephone calls

4.1 Policy

In exceptional circumstances, the governor may approve an inmate making (and receiving) inter-centre telephone calls with an inmate at another correctional centre. The governor of both centres must authorise this contact. The inmate must submit a completed Application for inter-centre telephone call form.

Inter-centre telephone calls between inmates may be approved by the governors of the respective correctional centres involved, but must not be permitted as a matter of routine. Inter-centre telephone calls are inclusive of, and not additional to, the inmate’s normal entitlement of phone calls that CSNSW will meet the cost of.
The telephone numbers for correctional centres must not be programmed into the OTS.

4.2 Procedures

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide the inmate who is requesting to make an inter-centre telephone call with an <em>Application for inter-centre telephone call form</em></td>
<td>Correctional officer</td>
</tr>
<tr>
<td>2. Assist the inmate to complete the details of the application</td>
<td>Correctional officer</td>
</tr>
<tr>
<td>3. Complete the Authorised officer section in Part 2 of the application and forward to the FM of the originating correctional centre</td>
<td>Correctional officer</td>
</tr>
<tr>
<td>4. Complete the FM section in Part 2 of the application</td>
<td>FM of the originating correctional centre</td>
</tr>
<tr>
<td>5. Send the application to the correctional centre where the inmate who will receive the inter-centre telephone call is located</td>
<td>FM of the originating correctional centre</td>
</tr>
<tr>
<td>6. Complete Part 3: Recommendations by recipient centre of the application</td>
<td>FM of the receiving correctional centre</td>
</tr>
<tr>
<td>7. Forward the application to the governor in the centre and request a decision on behalf of the inmate recipient be made in Part 4: Approval by recipient centre of the application</td>
<td>FM of the receiving correctional centre</td>
</tr>
<tr>
<td>8. Send the application to the FM of the originating correctional centre</td>
<td>FM of the receiving correctional centre</td>
</tr>
<tr>
<td>9. Forward the form to the governor of the centre for final approval</td>
<td>FM of the originating correctional centre</td>
</tr>
<tr>
<td>10. Complete Part 5: Final approval by original centre of the application and designate an officer to facilitate the call,</td>
<td>Governor of the originating</td>
</tr>
</tbody>
</table>
5 Inmate access to non-OTS telephones

5.1 Compassionate telephone calls

In exceptional circumstances, a compassionate telephone call may be granted to an inmate. Exceptional circumstances may include (but are not limited to) events such as family illness/accident, a death in the family or the birth of a child.

Inmates can request to use a telephone that is not connected to OTS for compassionate telephone calls, however these requests must be referred to the relevant FM or the Officer in Charge (OIC) of the accommodation unit for verification of the circumstances involved before the telephone call can be authorised.

Where correctional centres have a designated OTS telephone in reception or OS&P areas, it is preferred that these are used, rather than telephones not connected to the OTS. All inmates approved to make telephone calls on non-OTS telephones must have the details of the request and purpose of the telephone call recorded in their OIMS case notes.

5.2 Other reasons

FMs may give an inmate access to a non-OTS telephone for reasons other than compassionate ones, including:

- to receive an incoming telephone call from a law enforcement agency, other government or community agency
- to organise sureties for bail where the inmate is in custody at a police/court cell complex
- for crisis or welfare purposes if the inmate has been held in the police/court cells for an extended period of time.

The cost of non-OTS telephones calls made for the reasons listed above are at CSNSW expense.

5.3 Procedures for approval of non-OTS calls

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obtain details about the inmate's request, including the:</td>
<td>Supervising officer</td>
</tr>
<tr>
<td>• purpose of the call</td>
<td></td>
</tr>
<tr>
<td>• organisation/person who will be contacted</td>
<td></td>
</tr>
</tbody>
</table>
- number that will be contacted

2. Check OIMS to determine if the call does not breach an existing order such as an Apprehended Violence Order (AVO) (refer to COPP section 20.1 AVOs)  
   Supervising officer

3. Decide if the call is approved  
   FM/OIC of the Court cell

4. Connect the call, if approved.
   Supervising officer
   When the recipient answers make the following statement:
   "I am (Your name) calling in my capacity as (Your designation) with the Corrective Services NSW. I am calling from (Name of Correctional Centre/Court Cell Complex. Is this (Full name of the organisation/person being called)?
   I have (Name of the inmate requesting the telephone call) wishing to speak to you, will you accept the call?
   Before connecting you to (Name of the inmate requesting the call), I have to inform you that this inmate's telephone call will be recorded and may be monitored."

5. Record details of the telephone call in the inmates OIMS case notes, including the following:
   - time
   - date
   - duration
   - purpose of the telephone call
   - details of the organisation/person contacted
   - contact number dialled  
   Supervising officer

6. Confirm that on each occasion an inmate is permitted to use a non-OTS telephone a record is made in OIMS case notes.  
   FM

5.4 CSI employment

Inmates who are employed to do clerical work with CSI may use non-OTS telephones and fax machines in the course of their duties.

CSI inmate clerks are approved to answer and make telephone calls and send faxes to organisations and persons engaged in a business relationship with CSI.

Inmates must be monitored and have strict parameters about the use of this equipment.
The OIC of a CSI business unit must conduct monthly checks of logs (non-OTS telephones and fax machines) and record the outcome in the business unit journal. Journals must be signed by the correctional centre’s Manager of Industries (MOI) in accordance with the requirements of (refer to section 8.8 CSI Policy Manual).

5.5 Procedures for CSI checks

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check that procedures are in place, which set out non-OTS telephone usage by inmate clerks for official purposes within CSI business units</td>
<td>Operations Manager</td>
</tr>
<tr>
<td>2. Check that a log is maintained to record all calls made/received and faxes sent by inmate clerks working in CSI. Weekly checks of the logs must be conducted</td>
<td>Operations Manager</td>
</tr>
<tr>
<td>3. Check that specific security, privacy and operational systems procedures and controls are in place to support telemarketing work performed by inmates in CSI.</td>
<td>Operations Manager</td>
</tr>
</tbody>
</table>
6 Forms and annexures

Application for an inter-centre telephone call
Inmate request form
Inmate request register
Inmate telephone account allocation
OTS change request form
OTS User Guide
OTS: Request to relocate; modify; cancel; or add equipment

7 Related COPP

6.3 Inmate health needs
6.9 Inmates with disabilities
9.7 Corrective services support line
20.1 AVOs

8 Related documents

Crimes (Administration of Sentences) Act 1999
Crimes (Administration of Sentences) Regulation 2014
Corrective Services Industries (CSI) Policy Manual
Offender Services and Programs: Policy for Delivery in Custody of the Health Survival Tips Session and RPOSP Health Strategies Course
Privacy and Personal Information Protection Act 1998
Work Health and Safety Act 2011

9 Definitions

<table>
<thead>
<tr>
<th>Authorised officer</th>
<th>The officer authorised by the governor to perform the functions prescribed as part of the Custodial Operations Policy and Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVO</td>
<td>Apprehended Violence Order</td>
</tr>
<tr>
<td>CADL</td>
<td>The Common Auto Dial List (CADL) is a facility within the Offender Telephone System which enables a common list of telephone numbers to be made available to inmates without</td>
</tr>
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</table>
the call charges being debited from their telephone accounts.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>CIG</td>
<td>Corrections Intelligence Group</td>
</tr>
<tr>
<td>COPP</td>
<td>Custodial Operations Policy and Procedures</td>
</tr>
<tr>
<td>CSI</td>
<td>Corrective Services Industries</td>
</tr>
<tr>
<td>CSNSW</td>
<td>Corrective Services NSW</td>
</tr>
<tr>
<td>CSSL</td>
<td>The Corrective Services Support Line (CSSL) is a means of receiving, recording and speedily resolving inmates’ telephone enquiries, requests and complaints and to record comments and complaints about CSNSW services and programs.</td>
</tr>
<tr>
<td>EDRMS</td>
<td>Electronic Document Management Record System</td>
</tr>
<tr>
<td>EHRR</td>
<td>Extreme High Risk Restricted inmate</td>
</tr>
<tr>
<td>Exceptional circumstances</td>
<td>Exceptional circumstances may include (but are not limited to) such as events as family illness/accident, a death in the family or the birth of a child.</td>
</tr>
<tr>
<td>FM</td>
<td>Functional Manager</td>
</tr>
<tr>
<td>GM</td>
<td>General Manager</td>
</tr>
<tr>
<td>ICAC</td>
<td>Independent Commission Against Corruption</td>
</tr>
<tr>
<td>JH&amp;FMHN</td>
<td>Justice Health and Forensic Mental Health Network</td>
</tr>
<tr>
<td>MOI</td>
<td>Manager of Industries</td>
</tr>
<tr>
<td>NSI</td>
<td>National Security Interest inmate</td>
</tr>
<tr>
<td>OIC</td>
<td>Officer in Charge</td>
</tr>
<tr>
<td>OIMS</td>
<td>Offender Integrated Management System</td>
</tr>
<tr>
<td>OS&amp;P</td>
<td>Offender Services and Programs</td>
</tr>
<tr>
<td>OTS</td>
<td>The Offender Telephone System (OTS) is a system that allows inmates to make telephone calls in a similar way to making calls from a standard pay phone. However, the system provides a range of security features that are not available from standard pay phones (e.g. access to only a limited amount of phone numbers; time limiting of calls; full tracking into a data base of all calls made).</td>
</tr>
<tr>
<td>PIN</td>
<td>A Personal Identification Number (PIN) is allocated to the inmate when their details are entered onto the Offender Telephone System. It enables the inmate to access the Offender Telephone System. The PIN can be subsequently changed by the inmate.</td>
</tr>
<tr>
<td>S&amp;I</td>
<td>Security and Intelligence</td>
</tr>
<tr>
<td>SAPO</td>
<td>Services And Programs Officer</td>
</tr>
<tr>
<td>------------</td>
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<tr>
<td>SDS</td>
<td>Statewide Disability Services</td>
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10 Document information

<table>
<thead>
<tr>
<th>Business centre:</th>
<th>Custodial Operations</th>
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<tbody>
<tr>
<td>Approver:</td>
<td>Kevin Corcoran</td>
</tr>
<tr>
<td>Date of effect:</td>
<td>24 October 2018</td>
</tr>
<tr>
<td>File reference:</td>
<td>D18/248953</td>
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<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Reason for amendment</th>
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<tbody>
<tr>
<td>1.0</td>
<td></td>
<td>Initial publication <em>(Replaces section 3.2 of the superseded Operations Procedures Manual)</em></td>
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