Centre Telephone System (Young People) Procedure

Essential Summary:

Audience

- Admissions Officer
- Unit Supervisor - *as the person in charge of the unit at the time (Unit Manager or Shift Supervisor)*
- Unit Manager
- Assistant Manager
- Centre Manager - *as the person for the time being in charge of the centre*
- Security & Intelligence Employees
- Security & Intelligence Coordinator
- Director, Custodial Operations

When to use this procedure:

Use this procedure to operate the Detainee Telephone System (DTS) when:

- providing access to young people and/or employee to the system,
- adding or updating PAN or MIN information to the system,
- monitoring a call,
- reporting on information disclosed during a call, and
- auditing call activity and employee usage/ access.

==Printed or saved copies of this document may not be up to date.==

▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
▮▮▮▮▮▮▮▮▮ .

▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

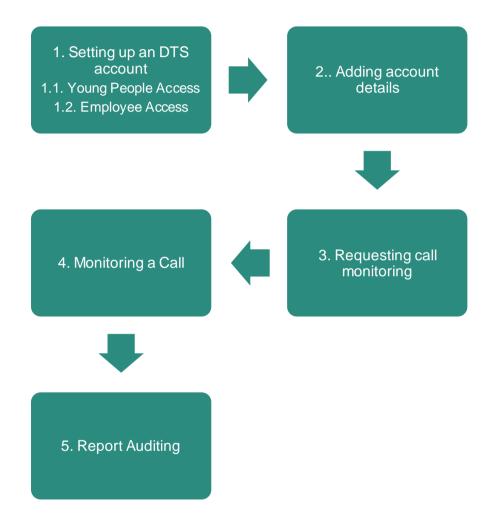| DOCUMENT DETAILS	
Version:	0.1
Policy Reference:	▮▮▮▮▮
Maintained by:	Operations Unit
Status:	Approved
Document Reference:	▮▮▮▮▮

1 Purpose

The purpose of this procedure is to provide steps for how to effectively manage and use the Detainee Telephone System (DTS) at a Youth Justice NSW (YJNSW) centre; for the purpose of providing young people with contact with family, significant others and external stakeholders.

Any references to 'all employees' refers only to employees with approved access to the DTS.

2 Process Map

```
┌─────────────────────────┐         ┌─────────────────────────┐
│  1. Setting up an DTS    │         │                         │
│        account          │   ──▶   │   2.. Adding account    │
│  1.1. Young People Access│        │        details          │
│  1.2. Employee Access   │         │                         │
└─────────────────────────┘         └─────────────────────────┘
                                                  │
                                                  ▼
┌─────────────────────────┐         ┌─────────────────────────┐
│                         │         │                         │
│   4. Monitoring a Call  │   ◀──   │  3. Requesting call     │
│                         │         │       monitoring        │
└─────────────────────────┘         └─────────────────────────┘
            │
            ▼
┌─────────────────────────┐
│                         │
│   5. Report Auditing    │
│                         │
└─────────────────────────┘
```

3   Procedural Steps

Step 1.1 – Setting up a DTS Account: Young People
Responsibility: Admissions Officer
Tasks
███ ████████████████████████████ ██ ██████████████████████████ █████████████████████████████ ██ ███ ██ ███████████████████████████████ ██ ██████████████████████████████████ ██ ████████████████████
Responsibility: Unit Manager
Tasks
As part of the centre's induction (*Inducting Young People Procedure*), check that the allocated employees inform the young person on how to use the DTS and explain the consequences for misuse (sections 4.4 and 4.5 of the *Centre Telephone System (Young People) Policy*).
Check there is up to date signage next to or near each phone on the unit, that explains how to make calls, as well as details regarding the common auto dial list (CADL).
Responsibility: Assistant Manager
Tasks
Place signs in or near each phone informing young people how to make calls.

Step 1.2 – Setting up a DTS Account: Employee Access
Responsibility: All employees
Tasks
███ ██████████████████████████ ███ ██ ███████████████████████████████

Responsibility: Unit Manager
Tasks
██
██
██
████████████████████████████████

Responsibility: Centre Manager or Security & Intelligence Unit, Senior Officer
Tasks
██
██████████████████████████████████
███
██
██████████████████████████████████████
██
████████████████████

Responsibility: Assistant Manager
Tasks
Encourage and arrange for employees to complete related training.
██
██
██
██
██
██
████████████████████████████████

Step 2 – Adding Account Details
Responsibility: Admissions Officer or Centre Caseworker
Tasks
███
██
██
███
███
██
████████████████████████████████
██████████████████████████████████

- ███████████████████████
- ████████████████████████
- ███████████████
- ██████████████████████████████
- ███████████████████████████████████
  ████████████████████████████
- █████████████████████████████████████
  █████████████

███
███████████████████████████

██
██
███
███
██████████████████████████████████

██████████████████████████████████
██
████████████████

██
███████████████████████████

Responsibility: Unit Manager

Tasks

███
██████████████████████████████

██
███
██

████████████████████████████████████

Step 3 – Requesting Call Monitoring

Responsibility: All employees

Tasks

██
██
███
███████████████████████████████████

███
████████████████████████

███
██
█████████████████████████

  ▌   ██████████████████████████████
  ▌   ██
          ███████████
  ▌   ██████████████████████████████████

Responsibility: Unit Manager

Tasks

██
███
███████████████████

██

Responsibility: Intelligence Support Officer, Security & Intelligence Unit

Tasks

██
█████████

Step 5 – Monitoring Calls

Responsibility: All employees

Tasks

██
██████████████████████

██
███

██
███
███
███████████████████

  ▌   ████████████████████
  ▌   ██
          ██████████
  ▌   ████████████████████████████

Responsibility: Intelligence Support Officer, Security & Intelligence Unit

Tasks

██
███
███

Responsibility: Unit Manager
Tasks
██████████████████████████████████████
████████████████████████
▪ ██
▪ ██
▪ ██
████████████████████████

↓

Step 6 - Weekly Report Auditing

Responsibility: Unit Manager
Tasks
██████████████████████████████
▪ ████████████████████████████
▪ ██████████████████████████████
▪ ██████████████████████████████████████
██████████████████
██
██
██████████████████████
██
███████
██
██
██
████████████
████████████████████████████████████
██
██

Responsibility: Assistant Manager
Tasks
██
██
██
██████████████████████████████████

Responsibility: Intelligence Support Officer, Security & Intelligence Unit
Tasks
███████████████████████████████████
█████████████████████████████████████
███████████████████████
██████████████████████████████████
█████████████████████████████████████

4 Supporting Documents:

This procedure is supported by the following documents:

4.1 Legislation

- *Children (Detention Centres) Act 1987*
- *Children (Detention Centres) Regulations 2015*
- *Telecommunications (Interception and Access) Act 1987*

4.2 Policies

- *Centre Telephone System (Young People) Policy*
- *YJNSW Case Note Manual – Take Note: A Practical Guide to Case Noting*

4.3 Procedure

- *Admissions & Discharge Procedure*
- *Facilitating Contact with Family / Significant Others Procedure*
- *Inducting Young People Procedure*

███ ████████

█ ██████████████████

█ ████████████

█ ██████████████████████████████

███ ████████████

█ ████████████

5 Document Information

Title:	Centre Telephone System (Young People) Procedure
Business Centre:	Operations Unit
Author:	Project Officer, Operations (Custody) Unit
Approver:	Director, Policy & Practice

Date of Effect:	4 June 2021
Next Review Date:	████████
File Reference:	████████████████
Key Words:	telephone system, phone, system, call, numbers, contact, terminate, monitor, access.

6   Document History

Version	Date	Reason for Amendment
0.10	*4/6/2021*	New procedure developed to provide instruction on the new Detainee Telephone System (DTS), replacing the previous ARUNTA system.
0.9	*18/2/2019*	*To bring JJNSW operational procedure and policy 'delegations' and 'authorisations' in line with legislative requirements of the Children (Detention) Centres Act 1987 and Children (Detention Centres) Regulations 2015*
0.8	*01/10/2018*	*Reviewed, updated and transferred into new procedural format. Supersedes Arunta Telephone Procedure: D18/15757*
0.7	*01/03/2018*	*To bring JJNSW operational procedure and policy 'delegations' and 'authorisations' in line with legislative requirements of the Children (Detention Centres) Act 1987 and Children (Detention Centres) Regs 2015*
0.6	*01/07/2016*	*Reviewed and updated procedure in response to additional call category 'A' for immediate family, legal guardian and kinship ties.*
0.5	*21/07/2015*	*Updated links to Facilitating Contact with Family / Significant Others.*
0.4	*28/05/2014*	*Changes in Approval for Contact processes and procedures.*
0.3	*05/07/2011*	*Review Legislative Links - Attach correct links and update legislative changes.*
0.2	*30/07/2010*	*Clarify roles and steps for processing of Arunta information.*
0.1	*01/09/2009*	*All Juvenile Justice Centre Procedures have been changed to reflect the staffing restructure within Juvenile Justice Centres - The position of Unit Coordinator has been deleted and replaced with Shift Supervisor or Assistant Unit Manager.*