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| **Maintenance and Testing of Technological Systems in Prisons, including Cell Intercoms** | | | |
| **Section** | | 1. Security and Control | |
| **CR Number** | 1.4.3 | **Current Issue Date** | August 2020 |
| **Legislation & Policy** | | Corrections Act 1986  Charter of Human Rights and Responsibilities Act 2006 | |
| **Standard** | | Safety and Security Services - Security | |
| **Attachments** | | Nil | |
| **Forms** | | Nil | |

1. **PURPOSE**

To define the standards for the maintenance and testing of technological systems in prisons, including cell intercoms, to ensure that systems remain fully operational.

1. **REQUIREMENT**

General Managers must ensure that the maintenance and testing of technological systems is conducted to ensure that all equipment and systems are fully operational.

1. **CONTEXT**
   1. The maintenance and testing of technological systems must occur to ensure that systems remain fully operational. Transparent monitoring and auditing processes must be in place to certify that maintenance and testing has occurred.
   2. The intercom system in prison cells enables prisoners to directly contact staff in the event of an emergency and is central to providing a safe environment, in which prisoners can also contact staff while in the privacy of their cell.
   3. Intercom calls between prisoners and staff can be recorded. The recordings may be used in a range of reviews and investigations by internal bodies, such as People and Workplace Services or the Justice Assurance and Review Office and external bodies such as the Coroner, Victoria Police, Victorian Ombudsman and the Independent Broad-based Anti-corruption Commission.
2. **INSTRUCTION**
   1. **Maintenance of Technological Systems in Prison**

In addition to cell call intercoms, this requirement focuses on, but is not limited to, the following technological and security systems:

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| **Technological Systems in Prison** | | |
| UPS System | Staff Radios | Perimeter Security Systems |
| X-Ray Machines Millimetre Wave Technology | Drug Detection Devices | Staff Duress Alarms |
| Vesda Systems | Emergency Generator | Walkthrough Metal Detectors |

* + 1. General Managers must ensure that all technological systems meet relevant manufacturer’s and accepted industry standards and are maintained in accordance with the manufacturer’s specifications.
    2. The intercom system must be regularly maintained, including the systematic cleaning of local control circuit boards and connection points. All systems must be thoroughly tested as the work in each area is completed.
    3. General Managers are not precluded from establishing maintenance schedules that exceed the manufacturer’s specifications.
    4. A maintenance schedule for each item of technological equipment must be maintained by each prison.
    5. As a minimum, this must include:
* date of maintenance;
* details of maintenance;
* date of next scheduled maintenance;
* identity of person conducting maintenance; and
* any additional detail deemed appropriate.
  1. **Testing of Technological Systems in Prison**
     1. General Managers must ensure that the testing of technological systems is conducted in accordance with the manufacturer’s specifications.
     2. General Managers are not precluded from establishing testing schedules that exceed the manufacturer’s specifications.
     3. All cell intercom unit or duress alarms must be tested for full functionality according to the following minimum standard:
* Daily testing of all cell intercoms from the cell to the local station within the individual accommodation units;
* Daily testing of the link (the local station within the individual accommodation units) and the prison Control Room;
* Weekly testing of each cell intercom to the Control Room; and
* Daily testing to the Control Room of the intercom of any cell into which a prisoner is being placed for the purpose of observation.
  + 1. A prisoner must not be assigned to a cell or room equipped with an intercom unless that intercom has been tested and is fully functional with the results recorded in a register for that specific purpose.
    2. A prisoner must not remain in a locked cell with an identified faulty intercom in the absence of additional management arrangements. In the event of a malfunction of the cell call system, emergency procedures must be initiated to mitigate any risks until cell intercoms are returned to normal operations (e.g. the deployment of additional staff to units to monitor prisoner communication and respond to calls for assistance).
    3. If clear communication is not established with a prisoner during a cell intercom call being made or received by staff, an officer must attend the cell immediately.
    4. In the event of a unit lockdown, the intercom status of the unit must be altered to “night switching” mode (from individual units to Control Room), before the unit is vacated by staff. This process ensures the direct routing of cell calls to the Control Room.
    5. Prisoners arriving at any Victorian prison on transfer or reception must be instructed in the purpose and use of the cell intercom where such systems are in use.
    6. Prisons must maintain an on-going education process aimed at explaining to prisoners the importance of not interfering with cell intercom units, which may be treated as a prison offence.
    7. A testing schedule for each item of technological equipment must be conducted by each prison and must include but is not limited to:
* date of test;
* details of test;
* date of next scheduled test;
* identity of person conducting test; and
* any additional detail deemed appropriate.
  + 1. All cell intercom test results must be recorded in a register for that specific purpose.
  1. **Cleaning**

Service cupboards must be kept clean, including removal of cobwebs and accumulated debris. Panels that protect control equipment must be checked to ensure that they are adequately sealed.

* 1. **Training Standards**
     1. General Managers must ensure that staff required to operate technological systems are trained in the use of the specific systems.
     2. General Managers must ensure that staff who maintain and test technological systems have the relevant skills, qualifications or experience to conduct that maintenance and testing.
     3. Where training for the maintenance and testing of technological systems is provided by external contractors, including the cell intercom system, General Managers must ensure that the contractors have the appropriate skills, qualifications and experience to provide the required training.
  2. **Audit Process**
     1. General Managers must ensure that there is an audit process in place to confirm that maintenance and testing of technological systems is conducted in accordance with the manufacturer’s specifications or the relevant additional Instruction.
     2. For prisons which have cell intercom systems with recording capability, compliance checks at a minimum frequency of quarterly are to be undertaken and recorded.

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| Larissa Strong  **Acting Commissioner** |

**Information below this point is administrative supporting detail**

**only and not subject to Commissioner’s review or approval.**

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| **Acronyms** | |
| UPS System | Uninterrupted Power Supply System |
| Vesda Systems | Very Early Smoke Detection Apparatus Systems |

| **Definitions** | |
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| **Associated Commissioner’s Requirements** |
| 1.2.3 - Strip Searches in Prisons  1.3.1 - Incident Reporting |

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| **Document Detail** | |
| Title: | Maintenance and Testing of Technological Systems in Prisons, including Cell Intercoms |
| Owner: | Manager, Operations Directorate |

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| **Version Control** |

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| --- | --- | --- |
| Version | Date | Description |
| V6 | Aug-20 | Update |
| V5 | Jan-19 | Update |
| V4 | Sep-16 | Update |
| V3 | Aug-14 | Update |
| V2 | May-09 | Update |
| V1 | Jun-08 | First Issue |