

## Custodial Operations Policy and Procedures

### 8.2 Inmate telephones

#### 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; and 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)
- three personal local calls per week, and all legal telephone calls for an unsentenced inmate
- one personal local calls per week for a sentenced inmate
- all legal phone calls for sentenced inmates facing further charges.

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

#### Management of Public Correctional Centres Service Specifications

Service specification	Decency and respect Safety and security
-----------------------	--

## Scope

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

# Table of contents

<b>1</b>	<b>Inmate telephones</b>	<b>5</b>
1.1	Inmate access to the OTS	5
1.2	Procedures	6
1.3	Verification of inmate personal contacts	6
1.4	Procedures to verify personal contacts	7
1.5	Verification of legal representatives	7
1.6	Call costs	8
1.7	Procedures for sentenced inmates to access free legal calls	8
1.8	Call durations	9
1.9	Operating times and equipment	9
1.10	CADL (Exempt bodies and persons)	9
1.11	Notices	10
1.12	Procedures for notices	10
1.13	Inmates with hearing and/or speech impairments	10
1.14	Work health & safety	11
1.15	Third-party call management services	11
1.16	Managing third-party call management services	11
<b>2</b>	<b>Operational checks</b>	<b>12</b>
2.1	Staff access to the OTS	12
2.2	Monitoring and recording	12
2.3	Procedures	12
<b>3</b>	<b>Phone restrictions after complaints/reports</b>	<b>13</b>
3.1	Policy	13
3.2	Procedure	13
<b>4</b>	<b>Inter-centre telephone calls</b>	<b>13</b>
4.1	Policy	13
4.2	Procedures	14
<b>5</b>	<b>Inmate access to non-OTS telephones</b>	<b>14</b>
5.1	Compassionate telephone calls	14

5.2	Other reasons	15
5.3	Access to non-OTS calls in police or court cell complexes	15
5.4	Procedures for approval of non-OTS calls	15
5.5	CSI employment	16
5.6	Procedures for CSI checks	17
<b>6</b>	<b>Quick links</b>	<b>18</b>
<b>7</b>	<b>Definitions</b>	<b>18</b>
<b>8</b>	<b>Document information</b>	<b>20</b>

# 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, and a means to access legal assistance, the NSW Ombudsman and other approved organisations or persons.

Clause 119 of the *Crimes (Administration of Sentences) Regulation 2014* (the Regulation) states that an inmate must not make a telephone call without the permission of an authorised officer.

Inmates who submit a correctly completed *Inmate telephone account allocation* to an officer for approval are effectively given permission to make calls to the listed numbers when the submission is approved.

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 ten personal phone numbers and six legal phone numbers on the *Inmate telephone account allocation* form. These can include mobile, international and inter-state telephone numbers. Identification for the requested contact is not required prior to setting up an inmate telephone contact.

A copy of all submitted *Inmate telephone account allocation* forms must be saved in EDRMS.

Inmates must ensure that correct information is provided for all requested contacts, including the organisations or persons:

- name
- phone number
- relationship (e.g. legal or family/friend)
- address.

An inmate, who engages in a call to any number not approved and listed on their allocation, or on the CADL list, is committing a correctional centre offence under Clause 119 of the *Crimes (Administration of Sentences) Regulation 2014* (the Regulation).

Inclusion of any numbers onto an inmate's OTS account is subject to there being no restrictions or prohibitions in place (e.g. a type 2 Apprehended Violence Order (AVO)) **(refer to COPP 20.1 AVOs)**.

Governors must allow inmates to have access to an OTS telephone and ensure that they are informed that they are permitted to contact organisations or persons listed on the CADL if they are:

- in segregated custody
- in assessment cells
- confined to cell
- in protective custody
- otherwise restricted in terms of telephone usage.

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

## 1.2 Procedures

	Procedure	Responsibility
1.	Provide inmate with an <i>Inmate telephone account allocation</i> form.	Authorised officer
2.	Check OIMS Alerts to confirm that each contact listed on the <i>Inmate telephone account allocation</i> form is not subject to any restriction or prohibition.	Authorised officer
3.	Confirm the validity of all listed legal contact numbers (refer to subsection <b>1.7 Procedures for sentenced inmates to access free legal calls</b> of this policy).	Authorised officer
4.	Conduct a search in OIMS and confirm if the contact being requested has a Visitor Index Number (VIN).  <b>Note:</b> Only where an individual does not have a VIN can another VIN be created. Duplication must not occur.	Authorised officer
5.	Enter the details for all approved contacts into OIMS against the inmate's personal and professional contacts (Institution > Personal and professional contacts)  <b>Note:</b> staff can access <a href="#">OTS Online training</a> and <a href="#">OTS and OIMS Resources</a> which provide instructions on how to enter contacts into OIMS (a <a href="#">step by step guide</a> is available).	Authorised officer
6.	File the <i>Inmate telephone account allocation</i> form into the relevant local folder in EDRMS.	Authorised officer

## 1.3 Verification of inmate personal contacts

Personal contacts requested for inclusion by an inmate onto their OTS account should be verified where possible, such as by contacting the number and confirming their name and relationship with the inmate.

Staff should be vigilant and identify inconsistencies or suspicious information provided by an inmate in submitted *Inmate telephone account allocation* forms and report these to the Functional Manager (FM) Intelligence.

As a minimum requirement all centres must conduct an audit of a specified number of personal contacts for inmates on a quarterly basis. Authorised officers must undertake an audit of a minimum of five percent (5%) of personal contacts for the inmate population in the correctional centre. For example, if there are one-thousand and two-hundred (1200) inmates located at the correctional centre, sixty (60) separate telephone numbers must be checked and the details provided confirmed as accurate.

The *Verification of inmate personal numbers* form must be completed by the authorised officer and saved in EDRMS for each quarterly audit. Staff must ensure that new *Inmate telephone account allocation* forms are verified as part of each quarterly audit.

Staff cannot in all instances verify with certainty the identity or the honesty of individual contacts. However, staff should take reasonable steps to confirm the identity of the individual. If the verification of the individual and the information provided by them is

conducted by staff in good faith, but the individual or inmate has deceived the staff member, staff will not be liable.

Where it is identified that an inmate has provided false information via the *Inmate telephone account allocation* form, they may be charged with a correctional centre offence under Clause 119 of the Regulations. Any contacts provided by an inmate that are incorrect must not be included on the inmates OTS account and/or removed.

## 1.4 Procedures to verify personal contacts

	Procedure	Responsibility
1.	Select a bundle of submitted <i>Inmate telephone account allocation</i> forms from records saved in EDRMS and entered into the OTS.  <b>Note:</b> five-percent (5%) of the inmate population must be checked on a quarterly basis.	Authorised officer
2.	Record all required information in the <i>Verification of inmate personal numbers</i> form.	Authorised officer
3.	Confirm the validity of all personal contact details. This must include: <ul style="list-style-type: none"> <li>confirming that there are no current restrictions in place that would preclude them having contact with the inmate (such as an AVO (non-contact) order)</li> <li>contacting the number and verifying their details in accordance with the information provided by the inmate.</li> </ul>	Authorised officer
4.	Record outcome of all verifications in the <i>Verification of inmate person numbers</i> form.  <b>Note:</b> If it is identified that false information has been supplied the contact must be removed from the inmates OTS account and the FM, Intelligence notified immediately.  In the event a number is identified as a third-party call provider, a ticket must be raised with the Offender Digital Services (ODS) via the ServiceNow Portal, who will manage the blocking process.	Authorised officer
5.	Saved the completed <i>Verification of inmate personal numbers</i> form and a copy of the <i>Inmate telephone account allocation</i> forms that have been used as part of the verification process and save in EDRMS.	Authorised officer

## 1.5 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 must 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, and must not be impeded in their attempts to gain access to their legal representatives. Inmate phone calls to their legal representatives are not recorded or monitored.

## 1.6 Call costs

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

- all phone calls to those numbers listed on the Common Auto Dial List (CADL)
- three personal local calls per week, and all legal telephone calls for an unsentenced inmate
- one personal local calls per week for a sentenced inmate
- all legal phone calls for sentenced inmates facing further charges.

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

For a sentenced inmate facing further legal charges to receive free legal calls, they are required to submit an *Inmate request* form and outline their request for free legal calls. An FM or Authorised officer must confirm in OIMS that the inmate has outstanding charges before the court.

## 1.7 Procedures for sentenced inmates to access free legal calls

	Procedure	Responsibility
1.	Provide inmate with an <i>Inmate request</i> form.	Authorised officer
2.	Confirm in OIMS ( <i>Legal Cases</i> ) that the sentenced inmate has outstanding charges before the court (e.g. they have a pending remand warrant with charges, or a section 77 order with charges).	FM/Authorised officer
3.	Send an email to <a href="mailto:otssupport@ericom.com">otssupport@ericom.com</a> and advise them that the inmate is entitled to receive free legal calls. The following details must be provided: <ul style="list-style-type: none"> <li>• Name</li> <li>• MIN</li> <li>• Correctional Centre location.</li> </ul>	FM/Authorised officer
4.	Confirm that the OTS system has been updated and the inmate may now receive free legal calls.	OTS Support
5.	Advise the inmate of the outcome of their application and store the <i>Inmate request</i> form on their CMF.	FM/Authorised officer



## 1.8 Call durations

The duration of phone calls for an inmate is as follows:

- personal calls within Australia - 6 minutes  
*Note: Macquarie and Hunter CCs - 12 minutes*
- international calls (10 minutes)  
*Note: Macquarie and Hunter CCs - 12 minutes*
- legal calls (10 minutes)  
*Note: Macquarie and Hunter CCs - 12 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. For operational reasons, inmates at the High Risk Management Correctional Centre (HRMCC) may be permitted to make consecutive calls.

## 1.9 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 are 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 inmate's family. The Governor may also approve for an inmate to call their legal representative outside of the standard phone access times.

All approved phone calls under the above circumstances must be facilitated utilising a non-OTS telephone.

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](#).

## 1.10 CADL (Exempt bodies and persons)

The CADL function within the OTS enables inmates to select and call the telephone number of approved organisations or persons 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. Requests for the addition, deletion or modification of a CADL number are to be sent by email to:  
[CADL\\_steeringcommittee@dcj.nsw.gov.au](mailto:CADL_steeringcommittee@dcj.nsw.gov.au)

### 1.11 Notices

Notices 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
- in English and other community languages
- in 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.”*

### 1.12 Procedures for notices

	Procedure	Responsibility
1.	Check that instructional notices in English and community languages are prominently displayed in the immediate area where inmates use OTS telephones.	FM
2.	Organise assistance for inmates who are unable to read in understanding the information outlined in the OTS telephones notices.	FM

### 1.13 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 inmate’s 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**).

## 1.14 Work health & safety

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 disinfectant each day.

The FM must ensure that telephone handsets are cleaned by the inmate cleaner daily.

## 1.15 Third-party call management services

The use of third-party call management services will be prohibited for use by inmates in CSNSW Correctional Centres. These service providers use local numbers which allow calls to be forwarded to another number. Whilst the initial setup of the third-party service may allow for the correct verification process to occur, these numbers can be changed at any time without CSNSW knowledge. As such, it makes it difficult for CSNSW to comply with the requirements of intervention orders and they pose significant risk to the safety and security of correctional centre operations.

The call number ranges these third-party services utilise will be prohibited for use and once identified they will be blocked via the Offender Telephone System (OTS) Command Portal. These actions should not impact the local number ranges of a suburb or area.

If staff come across and/or identify such numbers, the FM, Intelligence is to be notified so that the blocking of the number(s) from an inmates OTS Contacts can be processed via the OIMS procedure, and a ticket must be raised with Offender Digital Services (ODS) team via ServiceNow, for further investigation to possible related numbers.

## 1.16 Managing third-party call management services

If staff believe they may have identified a third-party call management service phone number:

	Procedure	Responsibility
1.	Check the identified number against the centralised register of blocked numbers ( <b><i>DLM: OFFICIAL [Internal Use Only] Blocked third-party call management services</i></b> ).	Authorised officer
2.	If the identified number is not within the range of registered blocked numbers, raise a ticket with Offender Digital Services via ServiceNow (General Service Request form – please include “Third-party call management services” as well as the identified number, in the request title), for further investigation.	Authorised officer
3.	Review the identified number against other numbers within the same range of numbers and determine the necessary outcome.	Strategic Delivery Team

4.	Advise the inmate of the outcome if the identified number is to be blocked.	Authorised officer
----	---	--------------------

## 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 and record all personal inmate OTS and non-OTS telephone communications. Inmate personal telephone calls on the OTS or non-OTS may be subject to monitoring. 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

	Procedure	Responsibility
1.	Check that recording, monitoring and reporting responsibilities are being implemented.	FM
2.	Check for breaches of the integrity of the OTS and related anomalies.	FM
3.	Keep a journal to document all OTS checks undertaken.	FM
4.	Report all breaches of the integrity of the OTS and related anomalies to the Governor.	FM

## 3 Phone restrictions after complaints/reports

### 3.1 Policy

Inmates must not make or attempt to make contact with their families, friends, members of the community, or any relevant organisation or body that is unwelcome, distressing or contrary to a court order.

In circumstances where it is identified that an inmate has engaged in such conduct, or where it is reported by a complainant to CSNSW, this must be immediately brought to the attention of the Governor or OIC of the correctional centre. Appropriate action must be taken to prevent any further contact occurring by the inmate with the complainant.

### 3.2 Procedure

	Procedure	Responsibility
1.	Check that procedures for restrictions on access to identified telephone numbers are being implemented.	FM
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. <b>Note:</b> staff can view a <a href="#">step by step guide</a> for this on the intranet.	FM
3.	Inform the inmate the number will no longer be available for them to contact.	FM
4.	Record the phone number on the OIMS <i>Alerts</i> screen (External Contact/No Contact).	FM
5.	Ask the complainant to send a letter setting out the circumstances involved and the specifics of what was said during the phone call.	FM

## 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 phone numbers for correctional centres must not be programmed into the OTS.

## 4.2 Procedures

	Procedure	Responsibility
1.	Provide the inmate who is requesting to make an inter-centre telephone call with an <i>Application for inter-centre telephone call</i> form.	Correctional officer
2.	Assist the inmate to complete the details of the application.	Correctional officer
3.	Complete the Authorised Officer section in Part 2 of the application and forward to the FM of the originating correctional centre.	Correctional officer
4.	Complete the FM section in Part 2 of the application.	FM of the <b>originating</b> correctional centre
5.	Send the application to the correctional centre where the inmate who will receive the inter-centre telephone call is located.	FM of the <b>originating</b> correctional centre
6.	Complete Part 3: Recommendations by recipient centre of the application.	FM of the <b>receiving</b> correctional centre
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.	FM of the <b>receiving</b> correctional centre
8.	Send the application to the FM of the originating correctional centre.	FM of the <b>receiving</b> correctional centre
9.	Forward the form to the Governor of the centre for final approval.	FM of the <b>originating</b> correctional centre
10.	Complete Part 5: Final approval by original centre of the application and designate an officer to facilitate the call, if approved.	Governor of the <b>originating</b> centre
11.	Complete Part 6: Facilitate 'officer initiated' phone call by originating centre of the application.	Authorised officer
12.	Check that correct procedures for inter-centre telephone calls are being implemented.	FM

## 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. This will apply when the call is outside the set hours of the OTS for the correctional centre.

## 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 Access to non-OTS calls in police or court cell complexes

As a general rule no inmate is to be given access to a telephone whilst they are housed in a Court or Police Cell Complex. However, on occasions the OIC of the location may allow inmates access to a telephone for the following reasons:

- To assist the officer in organising sureties for bail
- For welfare purposes
- Legal call
- For inmates who have been held in the complex for a prolonged period of time.

A record of the time, date and duration of any call made by an inmate must be recorded. The cost of the calls will be borne by CSNSW.

## 5.4 Procedures for approval of non-OTS calls

	Procedure	Responsibility
1.	Obtain details about the inmates request, including the: <ul style="list-style-type: none"> <li>• purpose of the call</li> <li>• organisation/person who will be contacted</li> <li>• number that will be contacted.</li> </ul>	Supervising officer
2.	Check OIMS to determine if the call does not breach an existing order (e.g. an AVO).	Supervising officer

3.	Decide if the call is approved.	FM/OIC
4.	<p>Connect the call, if approved.</p> <p>When the recipient answers make the following statement:</p> <p><i>"I am (Your name) calling in my capacity as (Your designation) with the Corrective Services NSW.</i></p> <p><i>I am calling from (Name of) Correctional Centre/Court Cell Complex. Is this (Full name of the organisation/person being called)?</i></p> <p><i>I have (Name of the inmate requesting the telephone call) wishing to speak to you, will you accept the call?</i></p> <p><i>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."</i></p>	Supervising officer
5.	<p>Record details of the telephone call in the inmates OIMS case notes, including the following:</p> <ul style="list-style-type: none"> <li>• time and date</li> <li>• duration</li> <li>• purpose of the telephone call</li> <li>• details of the organisation/person contacted</li> <li>• contact number dialled.</li> </ul>	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

## 5.5 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 (refer to section 8.8 *CSI Policy Manual*).



## 5.6 Procedures for CSI checks

	<b>Procedure</b>	<b>Responsibility</b>
<b>1.</b>	Check that procedures are in place, which set out non-OTS telephone usage by inmate clerks for official purposes within CSI business units.	Operations Manager
<b>2.</b>	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.	Operations Manager
<b>3.</b>	Check that specific security, privacy and operational systems procedures and controls are in place to support telemarketing work performed by inmates in CSI.	Operations Manager

## 6 Quick links

- [Related COPP](#)
- [Forms and annexures](#)
- [Related documents](#)

## 7 Definitions

Authorised officer	The officer authorised by the Governor to perform the functions prescribed as part of the Custodial Operations Policy and Procedures
AVO	Apprehended Violence Order
CADL	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 the call charges being debited from their telephone accounts.
CIG	Corrections Intelligence Group
COPP	Custodial Operations Policy and Procedures
CSI	Corrective Services Industries
CSNSW	Corrective Services NSW
CSSL	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.
EDRMS	Electronic Document Management Record System
EHRR	Extreme High Risk Restricted inmate
Exceptional circumstances	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.
FM	Functional Manager
GM	General Manager
HRMCC	High Risk Management Correctional Centre
ICAC	Independent Commission Against Corruption
JH&FMHN	Justice Health and Forensic Mental Health Network
MOI	Manager of Industries
NSI	National Security Interest inmate
OIC	Officer in Charge
OIMS	Offender Integrated Management System
OS&P	Offender Services and Programs

OTS	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).
PIN	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.
S&I	Security and Intelligence
SAPO	Services And Programs Officer
SDS	Statewide Disability Services

## 8 Document information

<b>Business centre:</b>	Custodial Operations	
<b>Approver:</b>	Kevin Corcoran	
<b>Date of effect:</b>	16 December 2018	
<b>EDRMS container:</b>	18/7203	
Version	Date	Reason for amendment
1.0	16/02/18	Initial publication ( <i>Replaces section 3.2 of the superseded Operations Procedures Manual</i> )
1.1	20/05/19	Updated to include free call entitlement for sentenced inmates facing further legal charges.
1.2	19/06/19	Clarification in part 1.1 of correctional centre offences under Clause 119 of the Reg.
1.3	19/08/19	Inclusion of part 1.13 advising that inmate calls to Voice-over-IP (VOIP) numbers such as Skype are not guaranteed due to factors outside of CSNSW's control.
1.4	30/09/19	Policy changed to reflect that inmates may now allocate six legal numbers to their OTS account. Previously it was three.
1.5	12/11/19	Part 1.5 updated to note that HRMCC inmates may be permitted to make consecutive telephone calls (without 10 minute break).
1.6	02/12/19	Addition to 1.7 regarding requests for addition, deletion or modification of CADL list
1.7	21/01/20	Inclusion of new part <b>[5.3]</b> advising the circumstances when inmates may use a non-OTS telephone in a Court or Police Complex.
1.8	17/02/20	Inclusion of subsection 1.3 and 1.4 regarding verification of personal telephone contacts for inmates.
1.9	12/03/20	General formatting update and improvements
1.10	17/06/20	Inclusion into procedures under <b>subsection 1.2 [4]</b> advising staff to confirm if contact has an assigned VIN prior to assigning a new one.
1.11	11/08/23	Removal of subsection 1.15 <i>VOIP numbers such as skype</i> and inclusion of 1.15 <i>Third-party call management services</i> . Inclusion of new subsection 1.16 <i>Managing third-party call services</i> . Addition to step 4 of subsection 1.4 <i>Procedures to verify personal contacts</i> regarding identification of third-party call providers.