

## Custodial Operations Policy and Procedures

# 20.4 AVL for legal and court matters

### Policy summary

Audio Visual Link (AVL) is used by Corrective Services NSW (CSNSW) in correctional centres to facilitate:

- legal and other matters between inmates and courts, other agencies within the criminal justice system and agencies that support these proceedings;
- video contact between legal practitioners/professionals and inmates;
- scheduled telephone conferences between legal practitioners/professionals and inmates.

### Management of Public Correctional Centres Service Specifications

Service specifications	Decency and respect Professionalism and accountability
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## Scope

This policy and its procedures apply to CSNSW and non-CSNSW locations where audio-visual link studios are available, and all CSNSW employees who work within these areas.

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# 1 AVL for legal and court matters

## 1.1 Policy

Video Conferencing (VC) locations must be staffed by correctional officers who have completed the recognised video conferencing training. This training is to be refreshed every two years.

An inmate who is required to attend a Local, District, Supreme, Family, Federal, Interstate or Overseas Court by VC will be directed to attend by way of a warrant, legal order, detainer, or by legislation covering an inmate who is Police Bail Refused.

An inmate attending a VC studio has the same entitlements to services that are given to inmates attending court in person, such as legal representation and interpreter services (**refer to COPP section 11.1 Language services**). Inmates identified with an intellectual and/or physical disability are to be afforded the appropriate support (**refer to COPP 6.9 Inmates with disabilities**).

All inmates attending a Court, State Parole Authority (SPA) or Serious Offenders Review Committee hearing are required to be at the Video Conferencing Area (VCA) a minimum of one hour prior to the scheduled time of their appearance. This is to facilitate inmates' access to legal calls prior to their appearance. Inmates attending a legal video or teleconference are required to be at the VCA five minutes before the scheduled conference. Separate arrangements apply to inmates designated as High Security (HS), Extreme High Security (EHS), Extreme High Risk Restricted (EHRR) and National Security Interest (NSI) (**refer to COPP section 3.5 HS, EHS, EHRR, NSI, AA and Cat 5**).

Information in relation to VC schedules can be obtained by accessing the 'Just Connect'. Information in relation to warrants, legal orders and detainers and inmate appearances are in the Offender Integrated Management System (OIMS).

For information in relation to inmate movements/escorts to and from VCA and other correctional centres for AVL appearances (**refer to COPP 19.1 General escort**).

The Officer in Charge (OIC), VCA will ensure all records are maintained and up to date. The courts will formally advise the relevant State Sentence Administration (SSA) of the appearance results by way of a warrant/legal detainer.

## 1.2 Inmate clothing in AVL appearances

Generally, inmates appear before a court via AVL wearing standard issue gaol greens. However, if an inmate appears via AVL in a trial before a jury:

- the Court may request that the inmate wear civilian clothing (rather than gaol greens). In such cases, the Governor/OIC of the centre must be informed, and OIC of the VCA must ensure that the inmate can access clothing from the property store as soon as practicable.
- if the inmate's legal representative requests civilian clothes in a trial by jury via AVL, the request goes to the Governor/OIC of the centre for a decision. Approval should be given unless there are overriding security concerns, and the decision documented.
- if the inmate requests to wear civilian clothes in a trial by jury via AVL, they must submit an inmate application, giving reasons, to the Governor/OIC of the centre.

Approval should be given unless there are overriding security concerns, and the decision documented.

In any instance that an inmate is wearing civilian clothes for an AVL court appearance, this must be facilitated in the centre's main AVL suite, and not in any satellite or accommodation area AVL booths. Governors must ensure that Local Operating Procedures are in place to facilitate inmate access to civilian clothing in the circumstances detailed above.

## 2 Responsibilities for the OIC of the VCA

### 2.1 Policy

The OIC of the VCA is responsible for the day-to-day management, record keeping and security of the studio and staff posted in the VCA. The OIC, VCA must ensure that:

- all information management systems are checked including OIMS, Just Connect, Outlook Video Conference Site mailboxes (if applicable to the centre)
- all required VC appearances are included on the centre's daily video conference appearance list
- staff facilitating the VC have been provided with the names of inmates scheduled to attend the VC studio for that day and that the list corresponds with the legal order, Offender Integrated Management System (OIMS), Just Connect and notes any relevant alerts
- no inmate appears before a Court via VC if they do not appear on the scheduled list, or if contact has not been made with the centre's SSA unit prior to the hearing
- State Sentence Administration staff must be advised immediately if an inmate scheduled to appear before a court is unable to do so for any reason
- inmates scheduled to appear before a Court, SPA or SORC hearing are present at the VCA a minimum of one hour prior to the scheduled time. Inmates designated as HS, EHS, EHRR, NSI will require individual management processes (**refer to COPP section 3.5 HS, EHS, EHRR, NSI, AA and Cat 5**)
- the movements of inmates transferred between correctional centres overnight that have appearance orders for court are reported to the relevant court by the receiving centre
- a daily visual inspection of the VCA, including the holding cells, is conducted
- copies of religious books (Bible, Koran etc.) are available for use by an inmate attending the proceedings (inmates are permitted to bring their own copy of the Torah) (**refer to COPP 11.2 Religious and cultural services**)
- inmates are permitted to have legal papers if required during the VC
- all VC studios are operational. Any malfunction should be reported immediately to the Multimedia Group (formally known as JACS) help desk by telephone on (02) 8759 1010 to the relevant court and centre manager. If possible, alternative arrangements should be made to facilitate the scheduled conferences
- an inmate awaiting the use of the VC studio is identified and held in accordance with their alerts and security rating (including any protective or segregated custody direction)
- an inmate identified with an intellectual and/or physical disability is afforded the appropriate support (**refer to COPP section 6.9 Inmates with disabilities**)

- the inmate is aware that the Court/legal representative is responsible for providing an interpreter to an inmate who has expressed difficulty or is observed to have difficulty communicating through the professional proceedings
- if a judge requests that the inmate appear before at a trial by jury in civilian clothes, ensure compliance with this request and inform the Governor/OIC of the centre.
- if a legal representative, or the inmate themselves, requests that the inmate appear in civilian clothes at a trial by jury, send the request/inmate application to the Governor/OIC of the centre for approval.
- every inmate who appears before a Court, SPA or SORC hearing has an AVL interview case note completed in OIMS prior to returning to their housing location.

## 3 Officer and inmate conduct during use of AVL for legal and court matters

### 3.1 Policy

The VC studio is considered to be part of the proceedings of the court or other agency. Officers and inmates must conduct themselves in an appropriate manner during proceedings.

It is acknowledged that in some cases the experience of attending court can be stressful and an inmate may become agitated during the proceedings. Any misconduct by an inmate in the VC studio should be dealt with in accordance with **COPP section 14.1 Inmate discipline**.

If, during the proceedings, an inmate becomes verbally and/or physically aggressive, attempts self-harm or attempts to cause injury to others, the OIC, VCA may order the removal of the inmate from the studio and return the inmate to a holding cell. The court will need to be notified of the situation immediately.

The court may also request the removal of the inmate from the proceedings by contacting the OIC, VCA.

**Note:** In either of the above situations, the OIC, VCA should advise the court as to the suitability of the inmate to continue with the proceedings.

## 4 AVL interview case note

### 4.1 Policy

An AVL interview case note should be completed for any inmate scheduled to appear at a court, SPA or SORC hearing to determine any change in the inmate's circumstances which may require 'at risk' intervention.

The interview should be recorded using the AVL interview case note in OIMS. The officer completing the case note should include comments relating to whether:

- the inmate displays concerning behaviour following their appearance at AVL
- the inmate reports any thoughts of self-harm/suicide, and
- there are any other immediate concerns relating to the AVL appearance.

An AVL interview case note should be completed regardless of whether the inmate is required to appear or not.

An [AVL checklist](#) may be used if there are network failures and/or OIMS cannot be accessed.

## 4.2 Procedure

	Procedures	Responsibility
1.	<p>Enter an AVL interview case note in OIMS for every inmate who is scheduled to appear for a Court, SPA or SORC hearing to assess risk of self-harm, suicide or any immediate concerns.</p> <p>Note: The following questions should be asked to the inmate:</p> <ol style="list-style-type: none"> <li>Are you feeling ok after your AVL appearance?</li> <li>Do you have any thoughts of self-harm/suicide?</li> <li>Are there any other immediate concerns relating to this AVL appearance?</li> </ol> <p>Comments from the inmate should be recorded in in the AVL interview case note.</p>	OIC, VCA
2.	Print the case note from OIMS and have the inmate sign it to confirm their presence at the interview.	OIC, VCA
3.	<p>Place the signed AVL interview case note on the inmate's Case Management File (CMF)</p> <p>Note: Local Operating Procedures (LOPs) should be implemented for the case note to be filed on the inmate's CMF.</p>	OIC, VCA
4.	Initiate intervention procedures in accordance with <b>COPP section 3.7 Management of inmates at risk of self-harm or suicide</b> if the inmate is assessed as being 'at risk'.	OIC, VCA

## 5 VC scheduling system

### 5.1 Policy

The Just Connect is used to book video conferences for NSW Justice agencies and other participating organisations. Once users have been granted access to the Just Connect, this will negate the need for written requests (i.e. faxed, emailed or posted requests to use VC studios or Scheduled Phones).



## 5.2 Procedure

	Procedures	Responsibility
1.	Notify the MOS or Functional Manager (FM) if there is not a trained VC officer posted in the VCA who has access to Just Connect.	OIC, VCA
2.	Ensure inmates are at the VCA a minimum of one hour prior to the scheduled appearance time for court, SPA and SORC hearings.	OIC, VCA
3.	Ensure all manual requests for VC (paper or facsimiles) have been entered onto Just Connect to indicate free times available for that day (this excludes NSW Court matters).	OIC, VCA
4.	Ensure any emails received in the VC mailbox for their site through the course of the day have been actioned and cleared, if applicable to the centre.	OIC, VCA
5.	Ensure the protocols of Just Connect are adhered to and records are accurately maintained and completed prior to ceasing duty.	OIC, VCA

## 6 Court proceedings

### 6.1 Policy

VCA staff should not interrupt judicial proceedings unless in an emergency or when requested by the Court/Authority/Tribunal/Council using the facilities. Staff must not interrupt judicial proceedings in session at the request of another court.

Selected courts use Just Connect to schedule and coordinate VC appearances, adhering to the Just Connect protocols.

For sites that do not use Just Connect, when two courts request the use of a VC studio simultaneously, refer to the *Judicial Protocol* located on the [Video Conferencing](#) intranet page.

The correctional centre studio initiates the VC by dialling into the court once the court has made contact with the correctional centre and requested to commence its proceedings.

Inmates attending court proceedings via VC are entitled to hold pre and/or post-case telephone interviews with their legal representative, if the legal representative so requests. Only the inmate's legal representative may initiate pre- and post-case contact.

However, requests for post-case contact may be delayed. Even if staff are not notified of an intended contact, staff should ensure inmates are held in the area for one hour before being processed to return to their housing location.

## 6.2 Procedure

	Procedures	Responsibility
1.	Ensure inmates are held in the area for one hour before their scheduled time.	OIC, VCA
2.	Inform inmates before the commencement of proceedings that: <ul style="list-style-type: none"> <li>• a VC studio is considered to be a court room</li> <li>• they can be heard by people during the proceedings once they have entered the studio</li> <li>• they are being monitored on closed-circuit television (CCTV) at all times while in the studio.</li> </ul>	VCA Staff
3.	Facilitate pre- and post-case court contact between the inmate and their legal representative via the telephone. Legal representatives can access VC contact by booking via Just Connect (standard notification protocols apply).	OIC, VCA
4.	Ensure that the inmate's legal representative has identified themselves prior to facilitating pre/post case contact.	OIC, VCA
5.	Take instructions from the court or Statewide Disability Services (SDS) to facilitate the needs of inmates with disabilities ( <b>refer to COPP section 6.9 Inmates with disabilities</b> ).	OIC, VCA
6.	Complete an AVL interview case note for each inmate at the completion of the VC appearance.	OIC, VCA
7.	Ensure inmates are held in the area for one hour before being processed to return to their housing location.	OIC, VCA

## 7 SPA proceedings

### 7.1 Policy

The State Parole Authority (SPA) uses Just Connect to schedule VC appearances adhering to the Just Connect protocols. The SPA studio initiates the VC by dialling into the correctional centre.

If SPA and a court request the use of a VC studio at the same time, refer to the *Judicial Protocol* located on the [Video Conferencing](#) intranet page.

Inmates attending SPA proceedings via VC are entitled to hold pre and/or post-case interviews with their legal representative.

### 7.2 Procedure

Where an inmate's legal representative requests to hold pre and/or post-case interviews the OIC, VCA will:

	<b>Procedures</b>	<b>Responsibility</b>
1.	Ensure inmates are held in the area for one hour before their scheduled time.	OIC, VCA
2.	Facilitate pre- and post-case contact between the inmate and the legal representative via the telephone. Legal representatives can access VC contact by booking via Just Connect (standard notification protocols apply).	OIC, VCA
3.	Ensure that the inmate's legal representative has identified themselves prior to facilitating pre/post case contact.	OIC, VCA
4.	Take instructions from the SPA or SDS to facilitate the needs of inmates with disabilities.	OIC, VCA
5.	Complete an AVL interview case note on each inmate at the completion of the VC appearance.	OIC, VCA
6.	Ensure inmates are held in the area for one hour before being processed to return to their housing location (even if staff are not notified of an intended contact).	OIC, VCA

## 8 SORC proceedings

### 8.1 Policy

The Serious Offenders Review Council (SORC) uses Just Connect to schedule their VC appearances. The SORC studio initiates the VC by dialling into the correctional centre. If SORC and a court request the use of a VC studio simultaneously, refer to the *Judicial Protocol* located on the VC webpage.

Inmates attending SORC proceedings via VC are entitled to hold pre and/or post-case interviews with their legal representative, if the legal representative so requests.

### 8.2 Procedure

	<b>Procedures</b>	<b>Responsibility</b>
1.	Ensure inmates are held in the area for one hour before their scheduled time.	OIC, VCA
2.	Facilitate pre- and post-case contact between the inmate and the legal representative via the telephone. Legal representatives can access VC contact by booking via Just Connect (standard notification protocols apply).	OIC, VCA
3.	Ensure that the inmate's legal representative has identified themselves prior to facilitating pre/post case contact.	OIC, VCA
4.	Take instructions from the SORC or SDS to facilitate the needs of inmates with disabilities.	OIC, VCA

	Procedures	Responsibility
5.	Complete an AVL interview case note on each inmate at the completion of the VC appearance.	OIC, VCA
6.	Ensure inmates are held in the area for one hour before being processed to return to their housing location (even if staff are not notified of an intended contact).	OIC, VCA

## 9 Legal video conferences

### 9.1 Policy

Legal contacts with Legal Aid NSW, Aboriginal Legal Service, Public Defenders, and approved private legal practitioners are facilitated using AVL facilities and scheduled via Just Connect.

Private practitioners who are approved to use video conferencing will be scheduled on Just Connect either by themselves or video conferencing staff. Other agencies make their own bookings.

The legal practitioner's studio initiates the VC by dialling into the correctional centre. However, correctional centres may also dial into the legal practitioners if problems occur.

The inmate may have hard or soft copies of legal documents as required during the legal VC.

### 9.2 Proof of identity

VCA officers must ask each legal practitioner attendee booked and on screen to show to the camera a valid form of photographic ID as listed in COPP section **10.5 Visits from legal practitioners and their employees or agents** at subsection [1.2] Proof of Identity:

- a current Law Society identification card
- a current Bar Association identification card
- a current Legal Aid identification card

Legal practitioners unable to produce an official identity card may provide photo identification with proof they are a practicing lawyer.

For security reasons, legal practitioners and their employees or agents must turn on their camera for the purpose identification checks, and the camera must remain on for the duration of the video conference. Failure or refusal to do so, will lead to the termination of the visit.

Once the inmate and legal practitioner attendee/s have joined the VC the VCA Officer is to lock the meeting so that no one else can connect via a separate device (applicable if the VC is facilitated by video tablet).

The following cautions and information must be given to the legal practitioner and inmate by the VCA officer when the VC commences (i.e., Terms of Service):

- At no time is any legal practitioner in the VC allowed to use a third party device (such as tablets, mobile phones, laptops) to display or show anything to the inmate or to connect them via phone call to a person not listed in the VCA booking.
- No person who has not been listed on the booking form is to appear on screen or communicate with the inmate. If an attendee is not listed on the booking form the VC can be cancelled by OIC Visits.
- Video recording visits/capturing screen shots by anyone is strictly prohibited.
- Distributing screenshots of the visit including via social media is prohibited.
- Once seated, the inmate must not touch the screen or tablet for any reason.

### 9.3 Procedure

	Procedures	Responsibility
1.	Ensure legal video contacts are conducted during the specified time scheduled.	VCA Staff
2.	Ensure each legal practitioner attendee booked and on screen provides to the camera a valid form of photographic ID for verification prior to the commencement of the scheduled visit.	VCA Staff

## 10 Scheduled teleconference legal access

### 10.1 Policy

Selected legal agencies can schedule pre-arranged legal telephone conferences with inmates at VCA in selected correctional centres.

Teleconference facility bookings must be coordinated using the Just Connect, in accordance with Just Connect protocols. This service will only be available for practitioners with access to Just Connect, unless instructed by the Governor of the relevant centre.

Booking time slots will be allocated in 30-minute sessions with no more than three inmates to be scheduled in that time.

A legal practitioner or a registered interpreter accompanied by a legal practitioner:

- holding a current Bar Association of NSW, NSW Law Society or Legal Aid Commission card with photograph,
- who has received instructions to act for an inmate housed in a NSW correctional centre

will be permitted to use the teleconference facilities to receive instructions and provide information and advice in respect to legal proceedings. The legal practitioner listed in the booking must be present throughout the teleconference.

All legal practitioners using the teleconferencing facilities must provide their Visitor Identification Number (VIN) when the booking is created on Just Connect.

If the legal practitioner does not have a VIN, one must be created prior to the conference. The creation of a VIN within OIMS must be referred to Visitor Restrictions via email at [visits.reviewunit@dcj.nsw.gov.au](mailto:visits.reviewunit@dcj.nsw.gov.au).

If no VIN is supplied a booking may be rejected at the discretion of the OIC, VCA.

Bookings can only occur using the teleconference facilities within the allocated available times.

The legal practitioner will initiate the teleconference facility bookings. The facility and VCA Staff must be available or an alternative time should be sought. In the case of a booking conflict the booking initiator who caused the conflict is to correct the issue.

Creating a teleconference booking via Just Connect with a correctional centre is an acknowledgement that these protocols will be adhered to.

The Just Connect protocols for legal bookings are to be observed for the scheduled teleconferencing facilities.

## 10.2 Procedure

	Procedures	Responsibility
1.	Confirm the inmate is in the centre and check OIMS for visitor restriction alerts.	VCA Staff
2.	Have the inmate in the appropriate area at least 5 minutes prior to the scheduled time.	VCA Staff
3.	For security purposes, legal practitioners are required to quote their VIN prior to the teleconference commencing.	VCA Staff
4.	Conduct visual monitoring of the teleconference. Ensure legal privilege is observed.	VCA Staff
5.	Ensure the legal contact is recorded on OIMS within the visits module and Just Connect.	VCA Staff

# 11 Refusing an AVL Legal Conference or Legal Teleconference

## 11.1 Policy

Inmates may refuse to participate in an AVL legal conference/legal teleconference. It is important CSNSW processes these refusals in an accountable and timely fashion. The Governor must put in place Local Operating Procedures to ensure the following processes occur in their Correctional Centre.

Where an inmate states they do not wish to take part in an AVL legal conference/legal teleconference, they must be provided with a *Refusal to attend a scheduled Audio Visual Link (AVL) Legal Conference or Legal Teleconference* form. The completed form must be witnessed by a correctional officer. JUST Connect must be updated regarding the refusal

prior to the scheduled appointment time wherever possible. The reason *Inmate refused to attend legal conference – form offered* must be used on these occasions.

Inmates may refuse to complete or sign the *Refusal to attend a scheduled Audio Visual Link (AVL) Legal Conference or Legal Teleconference* form. If this occurs, the inmate’s attention must be drawn to the list of potential decision consequences outlined on the form. If the inmate still refuses to accept the form, it must be noted in the space provided.

An OIMS AVL case note must be entered confirming the inmate was offered a form. If the inmate refused the document or refused to sign it, the case note should reflect this. Any attempts made to inform the inmate of the refusal consequences should also be included in the case note.

Completed and endorsed forms must be saved in EDRMS and a copy provided to the inmate.

## 11.2 Procedure for refusal to participate in AVL legal conference

	Procedures	Responsibility
1.	Provide inmate with a <i>Refusal to attend a scheduled Audio Visual Link (AVL) Legal Conference/Legal teleconference</i> form.	Authorised officer
2.	Provide inmate with the potential consequences information if they refuse the form.	Authorised officer
3.	Note the form if the inmate refuses to accept, complete or sign it.	Authorised officer
4.	Update JUST Connect.	VCA staff
5.	Record OIMS AVL case note.	VCA staff
6.	Electronically file document in EDRMS.	Authorised officer

# 12 Inmates unavailable for or delayed in attending an AVL Legal Conference or Legal Teleconference

## 12.1 Policy

From time to time, inmates may be unavailable for or delayed in attending scheduled AVL legal conferences or legal teleconferences. Causes for this may include inmates transferring to another Correctional Centre prior to the appointment, Correctional Centre emergencies or other unforeseen operational reasons.

The Governor must establish a local operating procedure (LOP) to minimise delays to scheduled legal video conferences or legal teleconferences. If for any reason an inmate is

delayed in attending a scheduled appointment, the OIC VCA must make all reasonable attempts to contact the legal representative prior to the scheduled appointment time, advise them of the delay and confirm a new appointment time if required.

If an inmate is transferred to another correctional centre prior to a scheduled conference, the Governor must put in place an LOP to ensure the receiving Correctional Centre is aware of the cancelled appointment. The receiving Correctional Centre will make all reasonable attempts to reschedule the legal video conference or legal teleconference at the earliest possible opportunity.

JUST Connect must be updated indicating why the appointment did not go ahead or was cancelled. An OIMS AVL case note must also be made regarding the delay or cancellation.

## 12.2 Procedure

	Procedures	Responsibility
1.	Establish Local Operating Procedures	Governor
2.	Inform legal practitioner of conference delays	Authorised officer
3.	Notify the receiving correctional centre of the cancelled appointment – inmate transferred prior to appointment	Authorised officer
4.	Update Just Connect	VCA staff
5.	Record OIMS AVL case note	VCA staff
6.	Schedule appointment at receiving Correctional Centre	Authorised officer

# 13 Early Appropriate Guilty Plea video conferences

## 13.1 Policy

Early Appropriate Guilty Plea (EAGP) involves compulsory case conferences between a prosecutor and an accused’s legal representation.

The case conference is a formal structured meeting allowing for meaningful discussions about the case, maximising opportunity for early appropriate guilty pleas and narrowing contested issues early in the process.

The accused plays an important role in the case conference, being actively involved and giving instructions as required to the defence lawyer.

The case conference will be facilitated using video conferencing and scheduled by the accused legal representation via Just Connect.

The legal practitioner’s studio and the prosecution dial into a virtual meeting room at the scheduled case conference time. The correctional centre joins this conference when requested.



A copy of the required information and legislation must be provided to the inmate prior to the conference. The inmate may have hard or soft copies of legal documents as required during the case conference and may be required to sign documents as a component of the conference.

## 13.2 Procedure

	Procedures	Responsibility
1.	Ensure the inmate is available prior to the meeting. Give the inmate a copy of the required information and legislation.	VCA Staff
2.	Place the inmate in the studio on commencement of the scheduled booking. Allow the inmate's legal representative to initiate the call to the MCC. It is unlikely that the inmate will be required for the full duration of the scheduled booking.	OIC, VCA
3.	Allow the inmate to debrief with their lawyer until they indicate that they are finished.	VCA Staff
4.	Alert the relevant officer who will escort the inmate to the holding cell. The inmate should remain in the holding cell until the end of the scheduled time for the meeting.	VCA Staff
5.	The legal representative will indicate when they want the inmate placed in the studio each time by making a phone call to the Video Conferencing Area (VCA). Alert the relevant officer to escort the inmate back to the studio if the legal representative indicates that they want further contact with the inmate. This may happen any number of times.	OIC, VCA
6.	Return the inmate to their housing location at the end of the scheduled time for the conference unless instructed otherwise by the legal representative via telephone.	OIC, VCA

## 14 Quick links

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

## 15 Definitions

Audio Visual Link	AVL Facilities that enable real time audio and visual communication between persons at different places, e.g. communication between the court house and a designated correctional centre.
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	Video Conferences and scheduled telephone conferences are facilitated via AVL.
Authorised officer	The officer authorised by the Governor to perform the functions set out in this part of the Custodial Operations Policy and Procedures Manual.
CCTV	Closed Circuit Television
CMF	Case Management File
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
EAGP	Early Appropriate Guilty Plea
EHS	Extreme High Security
EHRR	Extreme High Risk Restricted
Police Bail Refused (Form 7)	A legal order issued by Police that provides the authority to detain an inmate for a maximum of 24 hours until they can appear before a magistrate or registrar to apply for bail.
FM	Functional Manager
HS	High Security
JUST Connect	JUST Connect is a web-based system enabling video conferencing collaboration, coordination and connection to the Department of Communities and Justice. JUST Connect will enable booking of video and telephone sessions, professional interviews, visits, meetings, conferences and court appearances.
MCC	Mandatory Case Conference
MOS	Manager of Security
NSI	National Security Interest
OIC	Officer in Charge
OIMS	Offender Integrated Management System
SDS	Statewide Disability Services
Should	Indicates a recommended action that should be followed unless there are sound reasons for taking a different course or action
SORC	Serious Offender Review Council
SPA	State Parole Authority
SSA	State Sentence Administration
Studio	A room equipped to facilitate video conferences.
VC	Video Conferencing
VCA	Video Conferencing Area

## 16 Document information

<b>Business centre:</b>	Custodial Operations	
<b>Approver:</b>	Kevin Corcoran	
<b>Date of effect:</b>	16 December 2017	
<b>EDRMS container:</b>	18/7504	
<b>Version</b>	<b>Date</b>	<b>Reason for amendment</b>
1.0		Initial Publication ( <i>Replaces section 12.6 of the superseded Operations Procedures Manual</i> )
1.1	14/01/20	Addition to 2.1 <i>Responsibilities of OIC</i> to ensure late add-ons for VC are reported to SSA
1.2	12/03/20	General formatting update and improvements
1.3	19/10/20	Addition of section 11 <i>Refusing an AVL Legal Conference or Legal Teleconference</i> Addition of section 12 <i>Inmates unavailable for or delayed in attending an AVL Legal Conference or Legal Teleconference</i> Removal of requirement to make an AVL case-note after legal video and teleconferences. Removal of requirement to have the inmate held at the AVL studio for one hour before, and one hour after, legal video and teleconferences (sections 1, 2, 4, 9 and 10).
1.4	24/01/23	Additions in subsections 1.2 <i>Inmate clothing</i> and 2.1 <i>Policy</i> to allow for inmates to wear civilian clothes during AVL court appearances under certain circumstances.
1.5	31/07/23	Addition to section 9 Legal video conferences to include subsection 9.2 <i>Proof of identity</i> .