

TASMANIA PRISON SERVICE

DIRECTOR'S STANDING ORDER

DSO – 6.01 POLICY AND OPERATING PROCEDURE DOCUMENTATION FRAMEWORK

STATEMENT OF PURPOSE
<p>To ensure Tasmania Prison Service (TPS) staff have the necessary information to be able to carry out their duties in a competent, consistent manner and in accordance with the legislation.</p> <p>To detail the hierarchy of policy and operating procedural documentation TPS staff are required to comply with to perform their duties.</p> <p>To detail the processes for the development of policy and operating procedural documentation within the TPS.</p> <p>To direct TPS staff to access policy and operational documentation from the TPS Intranet site.</p>
DESIRED OUTCOME
<p>TPS staff know how to access, and are aware of the contents within, the policy and operating procedural documentation that governs the administration of the Department of Justice, TPS and the area in which they work.</p> <p>TPS staff comply with the requirements of Government-endorsed, Department of Justice and TPS policy and operating procedural documentation.</p> <p>TPS policy and operating procedural documentation is developed in a stream-lined and consistent way.</p>
SCOPE
<p>This Standing Order applies to all TPS employees.</p>
RESOURCE IMPLICATIONS
<p>Nil</p>
REFERENCES
<p>Corrections Act 1997, section 6(3)</p> <p>Corrections Regulations 2008</p> <p>Criminal Law (Detention and Interrogation) Act 1995, section 17(2)</p> <p>Department of Justice Intranet</p> <p>Department of Justice internet page</p> <p>Director's Standing Order 1.01 (Incident Management Manual and Emergency Orders)</p> <p>Police Offences Act 1935, sections 4A - 4C</p> <p>Right to Information Act 2009, section 12</p> <p>Standard Guidelines for Corrections in Australia 2012, section 5</p> <p>State Service Act 2000, section 7</p> <p>Tasmanian Government Style Guide and Logo Policy (Department of Premier and Cabinet)</p> <p>Tasmania Prison Service Intranet</p> <p>Tasmania Prison Service internet page</p> <p>Tasmania Prison Service Policy Committee Terms of Reference</p>

Forms / Record Keeping	Form 4C – Policies and Procedures Feedback Form Director's Standing Order Template
Additional Information	This DSO replaces DSOs 5.09 (Custodial Operating Models) and 6.02 (Operating Manuals), which have been rescinded. Advice on any aspect of this Standing Order should be directed to the relevant Manager in the first instance.
Access to this Standing Order	Routine Disclosure
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 Brian Edwards Director of Prisons	

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1. DEFINITIONS AND ABBREVIATIONS

CIS – Custodial Information System.

Department of Justice policy – a policy that has whole of Department of Justice application, as approved by the Secretary of the Department or Agency Executive, and is of a higher level than a TPS policy or operational document. It is a statement of intent or a principle which guides departmental business practices.

Director of Prisons – also includes any person acting in the position of Director of Prisons.

DSO – means a Director's Standing Order.

EOP – means an Emergency Operating Procedure.

Facility – means one of the correctional facilities (or a unit located within such correctional facility) as follows:

- Hobart Reception Prison;
- Launceston Reception Prison;
- Mary Hutchinson Women's Prison;
- Risdon Prison Complex;
- Ron Barwick Minimum Security Prison, including the O'Hara Independent Living Units.

Government-endorsed policy – a policy that has been approved by a Minister or Cabinet, and authorises other departmental policy documents (including both the Department of Justice and the output of the TPS) (e.g. Acts and Regulations).

MoU – means a Memorandum of Understanding.

Policy – a general term for an instrument that defines a statement of intent or principle for dealing with an issue. Policy may be understood as 'what is to be done and why'.

Policy Committee – is chaired by the Policy Unit and operates in accordance with the [Tasmania Prison Service Policy Committee Terms of Reference](#).

Prisoner – means, unless otherwise stated, prisoner and detainees (as defined in the *Corrections Act 1997*).

Procedure – a general term for an instrument that provides a process by which legislation or policy may be actioned and effective, efficient and consistent services provided. A procedure is generally concerned with day to day processes, specifying 'how it is to be done'.

SOP – means a Standing Operating Procedure.

SMT – means the Senior Management Team.

TPS – means the Tasmania Prison Service.

TPS operating procedures and ancillary (supporting) documents – a procedure, and accompany documents, that have (unless otherwise stated) application to specific TPS facilities and areas. Operating procedures are authorised by various positions within the TPS, and are to be read in addition to, and must be consistent with, TPS policy.

TPS policy – a policy that has (unless otherwise stated) whole of TPS application, as approved by the Director of Prisons, and is of a higher level than a TPS operating procedural or ancillary document.

Watch-house detainee – means a person in custody who has been transferred in accordance with section 16(2)(c) of the *Criminal Law (Detention and Interrogation) Act 1995*.

2. INTRODUCTION

Within the TPS there is a hierarchy of policy and operating procedural documentation that forms the authority and precedence of rules, procedures and actions to be taken to ensure the safe, efficient and humane operation of the prison system.

Within this policy and operating procedural documentation framework, there is a hierarchy of four core types of policy and operating procedural documents:

1. Government-endorsed policy (including Acts, Regulations, whole of Government policies, the Strategic Plan for Corrective Services);
2. Department of Justice policy (including Corporate policies, legislative delegations);

3. TPS policy (including DSOs, Human Resource related policies and guidelines, overarching prisoner related policies);
4. TPS operating procedures and ancillary (supporting) documents (including SOPs, EOPs, Operating Manuals including area or unit-specific routines, Internal Memorandums, MoUs, administrative forms).

Each level of the hierarchy, and the documents within, has a particular authorising environment. Policy and operating procedural documents may have relating ancillary documents, for example administrative forms, to be used alongside them.

3. MANDATORY POLICY

- 3.1. TPS staff must familiarise themselves with and comply with the requirements of Government-endorsed, Department of Justice and TPS policy and operating procedural documentation.
- 3.2. TPS staff must access policy and operating procedural documentation via the TPS Intranet site.
- 3.3. TPS staff members whose duties include the management of staff must ensure all staff under their supervision are advised when new and revised TPS policy and operating procedural documents are issued.
- 3.4. Policy and operating procedural documentation, not publicly available, must only be accessed for work-related purposes and is not to be released to any person not employed by the TPS without the authority of the relevant Manager.
- 3.5. Policy and operating procedural documentation, not publicly available, should not be removed from the workplace, either electronically or in hard copy. If it is necessary to remove documents from the workplace, prior approval must be obtained from the relevant Manager.
- 3.6. Printed policy and operating procedural documentation, which is not publicly available, must be disposed of securely.
- 3.7. The State Service Code of Conduct requires that all employees maintain appropriate confidentiality about dealings of, and information acquired by, the employee in the course of the employee's State Service employment.

4. RESPONSIBILITIES

4.1. All staff

All TPS staff, regardless of the terms of their employment, must comply with the requirements of Government-endorsed, Department of Justice and TPS policy and operating procedural documentation.

All staff have a responsibility to familiarise themselves with the contents and requirements of these documents, particularly those directly affecting or relating to the performance of their duties.

4.2. Chief Superintendents

Chief Superintendents are responsible for the development, revision and issuing of Emergency Operating Procedures relevant to the facilities they manage. The drafting and finalising of Emergency Operating Procedures must be achieved in consultation with, and with assistance from, the TPS Workplace Health and Safety Manager, Superintendents responsible for a specific facility and the Policy Unit.

4.3. CIS Administrators

CIS Administrators are responsible for uploading ancillary documentation to CIS.

4.4. Deputy Chief Superintendents / Managers

Deputy Chief Superintendents/Managers are responsible for ensuring TPS operating procedural documentation remains current. The drafting and finalising of operating procedural documentation must be achieved in consultation with, and with assistance from, the Policy Unit.

4.5. Director of Prisons / Acting Director of Prisons

The Director of Prisons, or Acting Director of Prisons, is responsible for overseeing the development of and approval of TPS policy. The Director also has ultimate authority regarding the content of TPS operating procedural and ancillary documentation.

4.6. TPS staff members responsible for managing staff (including, but not limited to, Superintendents / Managers / Supervisors / Team Leaders)

TPS staff members responsible for managing staff must ensure all new staff under their supervision are made aware of how to access TPS policy and operating procedural documentation, and the importance of complying with such.

TPS staff members whose duties include the management of staff must ensure all staff under their supervision are advised when new and revised TPS policy and operating procedural documents are issued, particularly those that impact on their duties or the way in which they are required to perform those duties. This information should be provided before the document comes into effect and, wherever possible, delivered via team meetings or staff briefings.

Any higher level Government-endorsed and Department of Justice policy applicable to a TPS work area must also be communicated by TPS staff members responsible for managing staff.

TPS staff members responsible for managing staff must ensure all staff under their supervision comply with Government-endorsed, Department of Justice and TPS policy and operating procedural documentation.

4.7. Policy Committee

The Policy Committee is responsible for reviewing draft policy and operating procedural documents prior to recommending the endorsement of these to the SMT.

4.8. Policy Unit (Manager Directorate Office / Policy Officers)

The Policy Unit is responsible for ensuring TPS policy documentation remains current. The drafting and finalising of policy documents must be achieved by Policy Unit staff. The Policy Unit should also play a large role assisting staff in the development and revision of operating procedural and ancillary documentation.

4.9. SMT

The SMT is responsible for the review of draft policy and operating procedural documents.

4.10. Staff Development and Recruitment

During the recruit induction phase, the Staff Development and Recruitment team is responsible for ensuring new Correctional Officers are made aware of how to access TPS policy and operating procedural documentation, and the importance of complying with such.

4.11. Superintendents / Team Leaders

Superintendents/Team Leaders are responsible for developing and revising operating manuals for the facility/facilities they manage. This must be achieved in consultation with, and with assistance from, the Policy Unit.

Superintendents/Team Leaders are also responsible for contributing to the development of other policy and operating procedural documentation relevant to their facility or area.

5. HIERARCHY OF POLICY AND OPERATIONAL DOCUMENTATION

5.1. Government-endorsed policy

5.1.1. Government-endorsed policies are approved by a Minister or Cabinet, and authorise other Departmental policy documents (including both the Department of Justice and TPS).

5.1.2. Relevant Government-endorsed policies, that sit in the hierarchy above Department of Justice and TPS policy and operating procedural documentation, include:

- Acts (e.g. the *Corrections Act 1997*, *Sentencing Act 1997*, *State Service Act 2000*, *Work Health and Safety Act 2012*, Commonwealth legislation);
- Regulations (e.g. the *Corrections Regulations 2008*);
- whole of Government policies (e.g. Department of Premier and Cabinet);
- outlines of what the government intends to do through stated plans of action (e.g. the Strategic Plan for Corrective Services).

- 5.1.3. TPS policy and operating procedural documentation is to be read in addition to, and must be consistent with, Tasmanian and Commonwealth legislation, as well as whole of Government Policies.

5.2. Department of Justice policy

- 5.2.1. Department of Justice policies are approved by the Secretary of the Department, or Agency Executive, and authorise policy and operating procedural documentation within various agencies (including the TPS).
- 5.2.2. Relevant Department of Justice policies, that sit in the hierarchy above TPS policy and operating procedural documentation, include:
- Corporate policies (e.g. Smoke-free Workplace Policy, Conflict of Interest Policy, Performance Appraisal and Development Policy);
 - legislative delegations.
- 5.2.3. TPS policy and operating procedural documentation is to be read in addition to, and must be consistent with, Department of Justice policy.

5.3. TPS policy

TPS policies are approved by the Director of Prisons, or Acting Director of Prisons, and authorise TPS operating procedural and ancillary documentation. TPS operating procedural and ancillary documentation is to be read in addition to, and must be consistent with, TPS policy.

Unless otherwise stated, TPS policy applies universally across all TPS areas and facilities. TPS policy may include procedural direction where a process is standard or generic across the service.

Relevant TPS policies, that sit in the hierarchy above TPS operating procedural and ancillary documentation, are as listed below.

5.3.1. Director's Standing Orders (DSOs)

- 5.3.1.1. The Director of Prisons may, under the authority of section 6(3) of the *Corrections Act 1997*, make DSOs for the management and security of prisons and for the welfare, protection and discipline of prisoners and detainees.
- 5.3.1.2. The Director of Prisons may, in accordance with the delegation provided by the Director of Corrective Services, under the authority of section 17(2) of the *Criminal Law (Detention and Interrogation) Act 1995* and under section 4C of the *Police Offence Act 1935*, make DSOs in respect of the welfare, protection and management of watch-house detainees, as well as for intoxicated persons held in custody as a place of safety.
- 5.3.1.3. DSOs reflect the statutory powers and responsibilities imposed under the *Corrections Act 1997*, *Corrections Regulations 2008* and other relevant legislation. They provide direction to staff and controls for:
- mitigating risks to the safety of staff and other persons, including members of the public;
 - maintaining the security and good order of the prison system;
 - ensuring prisoners, detainees and watch-house detainees are treated humanely and their individual needs are met.
- 5.3.1.4. DSOs are subcategorised into the following areas:
1. Safety and Security;
 2. Prisoner Management;
 3. Programs and Industry;
 4. Prisoner Services;
 5. Corporate Administration;
 6. Miscellaneous.

5.3.1.5. DSOs are developed and revised by Policy Unit staff, and issued by the Director of Prisons. A DSO can only be issued or amended with the formal approval of the Director of Prisons.

5.3.1.6. DSOs take effect from the date of implementation recorded within and remain in force until such time as they are replaced or rescinded by the Director of Prisons (irrespective of the review date).

5.3.2. Other policy documents issued by the Director of Prisons/SMT

5.3.2.1. The Director of Prisons, in conjunction with SMT, may also issue other TPS policy documents, including, but not limited to:

- Human Resource related policies and guidelines (e.g. the Rostering and Overtime Policy, Recognition and Award Program Policy);
- Overarching prisoner related policies (e.g. Prisoner Complaints Policy, Remission Policy).

5.3.2.2. Such policies take effect from the date of implementation recorded within and remain in force until such time as they are replaced or rescinded by the Director of Prisons (irrespective of the review date).

5.4. TPS operating procedures and ancillary (supporting) documents

TPS operating procedures and ancillary documents are approved by various positions within the TPS, as detailed below. Unless otherwise stated, TPS operating procedures relate to specific TPS facilities and areas. Ancillary documents, for instance administrative forms, can apply across numerous (or all) TPS facilities and areas.

Where possible, TPS operating procedures, which are concerned with day to day processes, are to be consistent across facilities. This can have many benefits, including provision of a structured day for prisoners and efficiency for TPS staff rotating between facilities.

Any policy material that has whole of TPS application should be contained within DSOs and not duplicated within a facility operating procedural document.

Relevant TPS operating procedures and ancillary documents, that sit in the hierarchy below TPS policy documentation, are as listed below.

5.4.1. Emergency Operating Procedures (EOPs)

5.4.1.1. EOPs, issued under [DSO 1.01 \(Incident Management Manual and Emergency Orders\)](#), are directions that outline processes involved with the management of emergency situations and major incidents within specific TPS facilities and areas.

5.4.1.2. EOPs are developed, revised and issued by the Chief Superintendent responsible for a specific facility in consultation with, and with assistance from, the TPS Workplace Health & Safety (WH&S) Manager, Superintendents responsible for that specific facility and the Policy Unit.

5.4.1.3. EOPs take effect from the date of implementation and remain in force until such time as they are replaced or rescinded by the appropriate Chief Superintendent (irrespective of the review date).

5.4.2. Standard Operating Procedures (SOPs)

5.4.2.1. SOPs are directions that outline various processes within TPS facilities and areas. They are directly connected to and issued under the authority of DSOs.

5.4.2.2. SOPs are specific to a TPS facility, part of a facility or business area. They are developed, revised and issued by the Deputy Chief Superintendent responsible for a specific facility or Manager responsible for a business area in consultation with, and with assistance from, the Policy Unit.

5.4.2.3. SOPs take effect from the date of implementation and remain in force until such time as they are replaced or rescinded by the appropriate Deputy Chief Superintendent or Manager (irrespective of the review date).

5.4.3. Operating Manuals, including area or unit-specific routines

- 5.4.3.1. Operating Manuals are reference documents that outline the specific purpose, objectives and guiding principles overarching each TPS facility or area. They contain information relating to the operational and area or unit-specific routines in place to manage prisoners and staff. Operating Manuals outline the duties that must be completed at regular or specific intervals throughout a shift within TPS facilities.
- 5.4.3.2. Operating Manuals are directly connected to and issued under the authority of this Standing Order.
- 5.4.3.3. Operating Manuals are intended as a primary information source on individual facilities and areas. They are developed and revised by the Superintendent responsible for a specific facility, or a Team Leader responsible for a specific area, in consultation with, and with assistance from, the Policy Unit. They are issued by the Deputy Chief Superintendent responsible for a specific facility, or relevant Manager responsible for a specific area.
- 5.4.3.4. Operating Manuals take effect from the date of implementation and remain in force until such time as they are replaced or rescinded by the appropriate Deputy Chief Superintendent or Manager (irrespective of the review date).

5.4.4. Internal Memorandums

- 5.4.4.1. Internal Memorandums are adhoc directions that outline processes across the whole of the TPS, or within a specific TPS facility, part of a facility or business area. Information distributed via these documents is urgent and requires immediate staff attention or action.
- 5.4.4.2. Internal Memorandums should only be regarded as temporary or transitional documents that have a life of no more than a year, when they would either expire or be replaced with a specific TPS policy or operating procedural document.
- 5.4.4.3. Internal Memorandums are developed and issued by TPS staff members at Superintendent/Team Leader level, or above. These documents are to be distributed by the TPS Policy Unit or Directorate Office. If an Internal Memorandum amends a condition of a TPS policy document, this must be authorised by the Director of Prisons.

5.4.5. Memorandum of Understandings (MoUs)

- 5.4.5.1. The TPS has a number of MoUs in place with external service providers. These outline an agreed course of action for parties to work together to achieve best outcomes for prisoners.
- 5.4.5.2. MoUs can be developed and revised by a variety of TPS Managers, however must be issued under the authority of the Director of Prisons.

5.4.6. Ancillary (supporting) documents

- 5.4.6.1. TPS policy and operating procedures have a number of accompanying ancillary documents, including (but not limited to) administrative forms, appendices, checklists and training materials.
- 5.4.6.2. TPS ancillary documents are typically developed to accompany a policy or operating procedural document, and are to be endorsed issued alongside such documents.
- 5.4.6.3. Should ancillary documents require amending, changes must be made in consultation with the Policy Unit, and these documents must be issued by the Policy Unit in conjunction with a CIS Administrator (where relevant).

6. STAGES OF THE TPS POLICY AND OPERATING PROCEDURE DOCUMENTATION FRAMEWORK

6.1. Identification of the need for a new policy and/or operating procedure

- 6.1.1. The need for a new policy or operating procedural document will primarily be identified by:

- TPS Policy Unit staff;
 - Policy Committee members;
 - Senior Management Team (SMT) members;
 - Superintendents / Managers / Supervisors / Team Leaders;
 - An external party (i.e. the Minister for Corrections, Office of the Secretary, as the result of an external review).
- 6.1.2. New policy or operating procedural documentation must have a clear purpose and not unnecessarily reproduce existing policy or operating procedure documents, legislation or training.

6.2. Research, analysis and initial consultation

- 6.2.1. TPS policy and operating procedural documentation should be drafted based on reliable operational information and contemporary corrections practice. Research should be undertaken to collect and analyse relevant data and literature. The experiences of other jurisdictions relevant to the circumstances should be examined.
- 6.2.2. Where appropriate, policy and procedural options should be identified and subjected to rigorous analysis. Analysis can include consideration of expected outcomes, costs, practicality of implementation, implications for, and likely acceptance by, key stakeholders. Issues of risk within the broader legislative, policy and strategic environment should be considered.
- 6.2.3. Stakeholders external to the TPS who will be affected by any proposed policy and procedural changes should be identified and consulted, to ensure their views are taken into account when developing the policy and the related implementation procedures.

6.3. Development and revision of policy and operating procedures

- 6.3.1. TPS Policy Unit staff are responsible for ensuring TPS policy documentation (including DSOs and other policy documents issued by the Director of Prisons) remains current. The drafting and finalising of policy documents must be achieved by Policy Unit staff in accordance with the appropriate template (e.g. the DSO template). TPS Policy Unit staff should consult with and receive assistance from relevant area staff within the TPS.
- 6.3.2. Chief Superintendents, Deputy Chief Superintendents, Superintendents and area Team Leaders and Managers are responsible for ensuring TPS operating procedural documentation (including SOPs, EOPs, Operating Manuals) remain current. The drafting and finalising of procedural documentation must be achieved in consultation with, and with assistance from, the Policy Unit, in accordance with the appropriate template.
- 6.3.3. Policy and procedural documentation must be concise, and be free from any unnecessary repetition of documentation already in existence.
- 6.3.4. Operating Manuals should be subject to annual review and are to be maintained and updated as living documents by the Deputy Chief Superintendent, or area Manager, in consultation with the Policy Unit.
- 6.3.5. Application of terminology**
- 6.3.6. Key terms used in TPS policy and operational documentation must align with the Tasmanian Government Style Guide and Logo Policy. Such terms are to be interpreted as below in TPS documents:
- Must – the item/approach is mandatory.
 - Must not – this item/approach must be excluded from use.
 - Should – valid reasons to deviate from the item may exist in particular circumstances, but the full implications need to be considered before choosing this course.

- Should not – valid reasons to implement the item may exist in particular circumstances, but the full implications need to be considered before choosing this course.
- Recommended – the specified action is regarded as being best practice and preferred, but not mandatory.
- Preferred – the specified action is preferred but not mandatory.
- Flexible – the item/approach had been designed to support the mandatory elements, but is optional in application.

6.4. Endorsement and issuing of policy and operating procedure documentation

6.4.1. New or revised policy and operating procedural documentation is to be circulated by Policy Unit staff in draft form to the following parties for review and comment:

- Policy Committee members;
- Senior Management Team (SMT) members.

6.4.2. Following feedback from the Policy Committee and SMT, and any recommended changes to documents, the below parties will then be asked for comment on the draft policy or procedural document:

- Superintendents, Correctional Supervisors, non-uniformed Team Leaders / Managers and other senior staff;
- Any staff member or stakeholder directly affected by the contents of the policy or procedure;
- Elected TPS Health and Safety Representatives;
- Union representatives.

6.4.3. Following the consultation process, the Policy Committee will endorse the finalised version of the policy or operating procedural document.

6.4.4. The authorising position (e.g. Director of Prisons for DSOs, Deputy Chief Superintendent for Operating Manuals) will also endorse the policy or operating procedural document and refer it to the Policy Unit for distribution.

6.4.5. Unless a policy or operating procedural document needs to be issued urgently, Policy Unit staff will issue new and amended documents in batches. A significant policy or operating procedural document will typically have an implementation date approximately two weeks after the date on which it is formally circulated, to allow time for staff to familiarise themselves with the content before the policy/procedure comes into effect.

6.5. Distribution and communication of policy and operating procedure documentation

6.5.1. Policy Unit staff will email relevant Managers copies of finalised policy and operating procedural documentation, as well as a brief summary of the changes or main points (including details of any rescinded documents). Managers are responsible for communicating this information to their staff via team meetings and/or staff briefings and taking appropriate action to ensure the requirements of the policy or operating procedural document are met.

6.5.2. Notification regarding new and amended policy and operating procedural documents will be placed on the Homepage of the TPS Intranet approximately two weeks prior to the document taking effect, with a link to the new/updated document.

6.5.3. Policy Unit staff will also communicate new and amended policy and operating procedural documents to all staff via email.

6.6. Review of policy and operating procedure documentation

6.6.1. The TPS takes a risk-based approach to its renewal of policy and operating procedural documentation. The review of documents should be collaborative and actively managed.

6.6.2. When a request for a policy or procedural amendment is made, the Policy Unit, Chief Superintendent/Deputy Chief Superintendent responsible for a specific facility or area

Manager must assess the priority of the response in accordance with the following categories:

- Category 1: Priority.
Policy and procedure requests from the Minister/Cabinet, the Secretary, Department of Justice, or required by legislation, generally accompanied by a due date.
- Category 2: Significant.
Policy and procedure requests that affect multiple TPS facilities, or that are required to ensure the safety, security or good order of the prison.
- Category 3: Routine.
Policy and procedure amendments that are routine or non-urgent.

6.7. Rescinding policy and operating procedure documentation

- 6.7.1. Policy or operating procedural documents are typically rescinded following the release of a replacement document.
- 6.7.2. The TPS position responsible for the authorisation of a policy or operating procedural document is able to rescind the document for which they hold authority. This must be achieved in consultation with, and with assistance from, the Policy Unit.
- 6.7.3. The Director of Prisons may rescind a policy or operating procedural document at any time.

6.8. Staff feedback relating to policy and operating procedure documentation

- 6.8.1. TPS staff members are encouraged to submit feedback and suggestions regarding policy, operating procedural and other documentation.
- 6.8.2. Staff are able to advise the Policy Unit of any changes or improvements that need to be made to policy and operating procedural documentation (including DSOs, SOPs, Operating Manuals, forms, etc.) using the [Policies and Procedures Feedback Form](#). This form must be submitted to the Policy Unit via the relevant Manager.

7. ACCESS, AVAILABILITY AND CONTROL

7.1. Access and availability

- 7.1.1. Key Government-endorsed and Department of Justice policies are available via the Department of Justice Intranet. Some policy documents (e.g. legislation, the Strategic Plan for Corrective Services) are also available to the general public via the Department of Justice internet page.
- 7.1.2. All TPS staff will have access to policy, operating procedural and ancillary documentation via the TPS Intranet.
- 7.1.3. The Policy Unit routinely disclose a number of TPS policy documents on the TPS internet page. This is achieved under section 12 of the *Right to Information Act*, as these documents may be of interest to the public.
- 7.1.4. A limited number of hard copy policy and operating procedural documents will be made available throughout the prison system. A responsible officer, usually the Manager of the area, will be appointed to take responsibility for each set of documents and ensure the updating process is managed effectively.
- 7.1.5. Staff should be aware that documents from sources other than the TPS Intranet may not be the latest authorised version.

7.2. Control

- 7.2.1. All TPS policy and operating documentation and associated forms must be version controlled, with details relating to date of issue and version number.
- 7.2.2. Copies of superseded TPS policy and operating procedural documentation will be maintained by the Policy Unit and are available upon request.

- 7.2.3. Policy and operating procedural documentation, not publicly available, must only be accessed for work-related purposes and is not to be released to any person not employed by the TPS without the authority of the relevant Manager.
- 7.2.4. Policy and operating procedural documentation, not publicly available, should not be removed from the workplace, either electronically or in hard copy. If it is necessary to remove documents from the workplace, prior approval must be obtained from the Manager.
- 7.2.5. Printed policy and operating procedural documentation, which is not publicly available, must be disposed of securely.

APPENDIX A – Department of Justice and Tasmania Prison Service Policy and Operating Procedure Documentation Framework

