COPP 2.1 Reception

Prison

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| --- |
| Principles As referenced in the [Guiding Principles for Corrections in Australia, 2018](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/ops-standards.aspx):  2.2.1 Prisoners are informed of their rights and obligations upon admission to a correctional facility.  2.2.3 Prisoners are provided with timely opportunities to inform their families or other approved persons of significant changes in their circumstances, location and the visiting procedures which apply.  2.2.4 Upon reception or transfer, prisoners undergo an initial assessment to identify any immediate needs and facilitate access to appropriate services, including health, interpreters and disability services.  2.3.7 Access to interpreting and translation services is provided to any prisoner/offender who advises of, or is observed to have, difficulties in understanding or communicating in English.  3.1.7 Prisoners identified as being at-risk of self-harm or suicide are managed in the least restrictive manner based on an objective assessment of their individual risk, needs, health and welfare. |

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# Scope

This Commissioner’s Operating Policy and Procedure (COPP) applies to all prisons administered by or on behalf of the Department of Justice (the Department).

# Policy

Entry into prison may be a stressful experience for new and vulnerable prisoners. Reception Officers play an important role in providing a safe and supportive environment by being mindful of a prisoner’s mental and emotional wellbeing while processing, verifying and seeking information.

Reception Officers should ensure prisoners understand and speak English before gathering reception information. If needed, Reception Officers shall make arrangements (ie a professional interpreter service) so the prisoner is supported in understanding the reception process and is able to provide the necessary information.

Reception Officers shall begin the reception process as soon as practicable to reduce the time a prisoner spends in a holding cell. Prisoners who are new to custody or who have previously been in prison on At Risk Management System (ARMS) or Support and Monitoring System (SAMS) shall be prioritised to start the reception process.

It is the responsibility of all staff members to identify an ‘At-Risk’ prisoner. Any staff member who has a concern for a prisoner shall make an ARMS referral immediately.

Reception Officers should ensure information stored on the Total Offender Management Solution (TOMS) is up-to-date. When a prisoner attends Reception for an escort or to make a property transaction, the prisoner’s details are checked and updated as necessary.

Any injuries evident during the reception process, including those reported by the Western Australian Police Force or the prisoner, shall be reported to Health Services staff immediately (or in their absence, the Superintendent/Officer in Charge (OIC). The Superintendent shall ensure photographs are taken of any significant injuries.

The Superintendent shall ensure the Reception area is kept clean, tidy and free of hazards. Movement of prisoners in the Reception area shall be monitored and supervised at all times. Reception Officers, or Officers authorised by the Superintendent, shall supervise any prisoner working in the property storage area.

# Prisoner Receival

## General Requirements

### When a prisoner arrives at the prison, Gatehouse Officers shall check the identity of the prisoner and complete a ‘Gate Offender Movement’ on TOMS. The prisoner is then moved to the Reception area.

### Reception Officers are to ask the prisoner for their particulars (including full name and date of birth) to establish the prisoner is the person referred to in the warrant or other instrument authorising the person’s imprisonment.

### Reception Officers shall also refer to [COPP 4.6 – Trans, Gender Diverse and Intersex Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) during this process. Refer to section 3.3 if there are any concerns with the prisoner’s identity and/or warrant/court order.

### The prisoner has their profile created/found on TOMS and updated as required, then allocated to the unit as part of the Reception intake process. This completes adding the prisoner to the total prison count.

### New prisoner intakes are processed in accordance with section 5.

### When a prisoner has been returned by the contracted custodial transport services, Reception Officers shall check the contractor’s Electronic Prisoner Escort Movements System ([ePEMS](https://wacscs-epems.broadspectrum.com/)) for information relevant to the prisoner’s safety and security.

### All Prison Officers should have access to ePEMS; user guides and access request forms are on [JustUs](http://justus/communities/kit/TOMS/Pages/About-ePEMS.aspx).

### Prisoners processed in Reception shall be searched as soon as practicable in accordance with [COPP 11.2 – Searching](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx), [COPP 4.6 – Trans, Gender Diverse and Intersex Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and [COPP 4.4 – Pregnant Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Prisoner property on reception shall be managed in accordance with [COPP 3.1 – Managing Prisoner Property](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx), including body piercings, jewellery, valuable property and clothing of cultural or religious significance.

### If a prisoner brings money into prison on their return from Home Leave or other approved absence, refer to [COPP 8.4 – Prisoner Finances](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Reception Officers shall ensure any additional ad-hoc screening measures (eg COVID-19 screening etc) are completed as part of the reception intake process.

### The Health Services Nurse or Senior Officer Reception may determine that a prisoner requires external medical assistance (including psychological care). The authority who currently has custody of the prisoner (eg WA Police Force) shall be requested to take the prisoner to an external medical facility for treatment. The prison shall make arrangements to receive the prisoner from the external medical facility.

## Photographs

### Reception Officers shall ensure a new TOMS ID card is issued and photograph of the prisoner is taken if:

* the prisoner’s appearance has changed significantly since the prisoner was last photographed for their ID (ie hair colour, weight gain/loss, facial hair etc.), or
* more than 12 months has passed since their last photograph.

### Reception Officers shall ensure the front of the prisoner is photographed (head and shoulders only) with a minimum amount of background. Prisoners may only wear headwear that has cultural or religious significance, or for medical reasons.

## Prisoner identification or warrant/court order issues

### If there are doubts about a prisoner’s identity or warrant, Reception Officers shall only accept custody once the issue has been resolved, unless in the circumstance of section 3.3.3. Refer to [COPP 12.7 – Warrants](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

**Identity**

### Reception Officers must not accept a prisoner into custody from the WA Police Force until the identity of the prisoner is confirmed as that stated on the warrant or other relevant documentation.

**Warrant/order validation**

### A prisoner may be accepted into custody when a warrant/order has a discrepancy which does not negate the intention of the court to hold the prisoner in custody.

### In these cases, the Reception/Movements Officer (or Officer authorised by the Superintendent) shall contact the relevant court to request the warrant/order be reissued. The Officer shall consult with the Superintendent as required. If further consultation is necessary, the Superintendent shall ensure the Operations Centre is contacted.

### The replacement warrant may be received by electronic means, with an agreement by the court the original documents are promptly sent to the prison and replaced on file. If original documents are not sent a copy shall be retained on file.

## Reception interview

### Reception Officers shall check the prisoner’s TOMS information and update and action accordingly.

### Reception Officers shall check TOMS for:

* any alert (active or inactive) and action accordingly
* any active ‘Vigil’ flags. Reception Officers shall contact staff identified in the alert and take any additional action as specified by the flag
* ARMS/SAMS/Self harm history
* apply any applicable alert (e.g CLMI prisoner/CLMI liable).

## Health and welfare assessment (including ARMS and SAMS)

### Any relevant information from documents arriving with the prisoner shall be used to inform the Reception Officer and Health Services staff of any risk posed by/to the prisoner.

### For returning prisoners, and where applicable, Reception Officers shall update the TOMS ARMS Module ‘Supervision Log’ using the information contained in the ARMS or SAMS Observation and Interaction – Offender in Transit sheet or ePEMS.

### All ARMS/SAMS observations shall be entered for periods of 72 hours or less. A summary of the most current and important information should be entered on TOMS for extended stays of more than 72 hours (rather than the entire log for an extensive period). The Offender in Transit sheet is to be filed in the prisoner’s Unit File. Refer to [COPP 4.9 – At-Risk Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Prisoners arriving from the Frankland Centre may be considered for placement on ARMS, depending on their needs and if there is a concern. Refer to section 10 and [COPP 4.9 – At-Risk Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Prisoners received into prison under the *Criminal Law (Mental Impairment) Act 2023*, shall be placed on ARMS if they are at risk of suicide or self-harm in accordance with [COPP 4.9 – At-Risk Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Reception Staff shall make a referral via ARMS, if the CLMI prisoner is considered vulnerable, to enable a SAMS suitability assessment through the Prisoner Risk Assessment Group (PRAG).

### Health Services staff can directly refer to SAMS if they identify a CLMI prisoner is vulnerable and who may require additional intervention and monitoring.

## Drug and Alcohol Testing

### It is best practice that all prisoners are drug and alcohol tested upon admission to prison. This will provide staff a benchmark to determine whether a further positive test is the result of residual effect of the substance or continued substance use since being incarcerated. Refer to [COPP 10.4 Prisoner Drug and Alcohol Testing](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) - Appendix D: Substance Testing Window Period.

## Placement within the receiving prison

### Reception Officers shall use the information collected from the prisoner, their warrant, or other instrument authorising imprisonment and any other information (eg ARMS) to determine a suitable placement within the receiving prison. Refer to section 4 for prisoner cohorts who may need additional consideration and support.

### Where a prisoner displays an unlawful consorting notice (UCN) alert, the Security Manager or Senior Officer Security shall be notified. The Security Manager or Senior Officer Security shall check the UCN details in regards to placement of the prisoner, communications and visits.

### Reception Officers shall review any current Multiple Cell Occupancy – Risk Assessment checklists and update as required. The process for shared cells and bunk bed accommodation is located in [COPP 5.1 – Prisoner Accommodation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### The Unit Manager or Unit Officer shall add the prisoner to the Unit Count on TOMS when the prisoner has been allocated their accommodation.

## Custody handover in external locations

### Where a remanded or sentenced prisoner is received into the Department’s custody at an external location (eg. hospital, WA Police Force lock ups), Escorting Officers shall ensure the correct documentation is received from the WA Police Force prior to accepting a prisoner into lawful custody (refer to [COPP 12.3 – Conducting Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)). The documentation and relevant items may include:

1. verification of the prisoner’s identity
2. a copy of the following documents:

* Warrant or other holding authority, refer to [COPP 12.7 – Warrants](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).
* Custody Summary Handover Report
* Authority to Take Charge and Move Notice
* Medical Summary Report
* Police Custodial Care – Medical Treatment Report, as required
* Property Report for Transfer

1. the prisoner’s property
2. a verbal update on any incidents, observations welfare concerns etc.

### The Escorting Officer may determine that a prisoner requires external medical assistance before the prison will accept custody of the prisoner. The authority who currently has charge of the prisoner shall be requested to make arrangements for the prisoner before accepting custody[[1]](#footnote-2).

### Following the custody handover, Reception Officers/OIC shall add the prisoner to the total prison count on TOMS.

### A Reception Officer shall visit the external location to take a photograph of the prisoner to be uploaded onto TOMS.

### Once the prisoner arrives at the prison, Reception Officers shall review and complete any elements of section 3 and section 5 which are still outstanding.

## After hours intake

### If a prisoner is received outside office hours, the OIC may elect not to complete the full reception procedure. However, as a minimum, the following should be completed:

* prisoner added to the prison count
* ARMS – Reception Intake Assessment completed
* Multiple Cell Occupancy Checklist completed
* photograph taken
* details of any police escape should be obtained, if a prisoner has an escape history it will be recorded on TOMS.

### If a prisoner arrives at Reception after office hours (ie after the Movements Officer departs for the day or on weekends), and the prisoner is due for discharge or for a court appearance the next day or next business day, the OIC shall ensure the prisoner is added to the Transfer and Discharge (T&D) Sheet, refer to [COPP 12.2 – Coordination of Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

# Prisoner Cohorts

## Prisoner cohort overview

### The Department acknowledges the diversity of the prison population where some cohorts of prisoners require additional consideration and support. The specific needs and differences prisoners may experience in prison shall be considered as part of their management and placement. Refer to [COPP 5.1 – Prisoner Accommodation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and any relevant [Category 4 COPPs](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) which may apply to the prisoner.

## Remand prisoners

### Prisoners on remand with bail/surety set will be given a reasonable number of calls for the purposes of arranging a surety to secure their release. On intake, a prisoner shall be given an opportunity to call a person for the above reason from Reception, prior to placement in a Unit/Cell, if practicable. During unlock hours, these calls may be made with the assistance of Officers from the prisoner’s placement Unit. Refer to [COPP 4.1 – Remand Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Remand Prisoners are not required to work while in custody.[[2]](#footnote-3) However they may choose to work, and can submit an application in writing to the Superintendent[[3]](#footnote-4) by completing an [Application for Remand Prisoners to be Employed](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/copp-forms.aspx). This shall be recorded on TOMS in the Receiving Module under the assessment/at-risk tab.

## Aboriginal and Torres Strait Islander prisoners

### Reception Officers shall be mindful of the history of Aboriginal and Torres Strait Islander peoples and the diversity of their communities. The needs of Aboriginal prisoners must be assessed to ensure cultural support is provided where a need is identified. Refer to [COPP 4.2 – Aboriginal Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Reception Officers shall ensure the prisoner understands and speaks English sufficiently to engage with the reception process. It is important that upon reception or transfer to a prison, prisoners are provided with information in a language they understand (refer to section 4.5).

### Reception Officers shall ask if the prisoner is of Aboriginal or Torres Strait Islander origin taking into consideration:

* aboriginality should never be assumed from a person’s appearance
* if a person says they are an Aboriginal they should be recorded as such
* if a person says they are non-Aboriginal they should be recorded as non-Aboriginal.

### If a person says they are both Aboriginal and Torres Strait Islander origin, this option is to be chosen in the prisoner’s ‘Description’ section on TOMS.

### Prisoners identifying as an Aboriginal and/or Torres Strait Islander person shall be asked to identify their ‘Home Country’ (either Aboriginal region of WA or interstate). This is to be recorded in the ‘Home Country’ drop down box in ‘Description’ in the ‘Receiving’ module on TOMS.

## Women prisoners

### Reception Officers should be mindful that women prisoners are often the primary caregivers of children or other family members. On Reception, additional phone calls should be provided to the women prisoner to make any necessary arrangements, or referrals made to appropriate support services, if deemed appropriate. Refer to [COPP 4.3 – Women Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Pregnant prisoners shall be managed in accordance with [COPP 4.4 – Pregnant Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx). Consideration should be made when pregnant prisoners are transferring through Reception, specifically for any use of force, refer to [COPP 11.3 – Use of Force and Restraints](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Women prisoners shall be permitted to take sanitary products with them on transfers or appointments, particularly when long distance travel is required. Sanitary items will be issued as a women prisoner leaves prison as required.

## Prisoners with difficulties reading or speaking English

### The initial period of imprisonment can be unsettling or distressing for prisoners with difficulties communicating in English. It is important that upon Reception or transfer to a prison, prisoners are provided with information in a language they understand.

### If a prisoner’s understanding of English is poor, Officers shall make arrangements for a professional interpreter service to be engaged with the approval of the Superintendent (or Officer authorised by the Superintendent).

### Reception Officers shall endeavour to ascertain the literacy level of each prisoner. Suggested ways to determine literacy can include asking a prisoner to read aloud a simple sentence/form (reading), asking a prisoner to fill in a form (writing), or asking what level of schooling they completed.

### If a prisoner cannot read or write English, Officers shall make arrangements for the prisoner to have relevant information explained to them by engaging a professional translation service with the approval of the Superintendent (or Officer authorised by the Superintendent).

### A prisoner’s requirement for an interpreting or translating service shall be recorded on TOMS.

### Interpreting and translating services are available through a Common Use Arrangement CUAITS2017 ([www.wa.gov.au](http://www.wa.gov.au)). Service providers include, but are not limited to:

* TIS – National
* Aboriginal Interpreting Western Australian
* Access Plus WA Deaf
* ONCALL Interpreters and Translators.

### Further information on engaging a service provider can be found in [Appendix A – Interpreting and Translating Services](#_Appendix_A:).

### Peer Support prisoners may provide assistance, only if professional services cannot be engaged and when both prisoners agree.

## Prisoners not born in Australia and non-Australian citizens

### Reception Officers should be aware that some prisoners may have experienced or been exposed to traumatic events before coming to Australia (such as violence, separation from family, loss of loved ones). The needs of prisoners not born in Australia (Foreign Nationals) should be assessed to ensure support is provided where a need is identified.

### Reception Officers shall inform Foreign National prisoners they are:

* entitled to notify their nearest Consulate of their imprisonment
* permitted to notify the Consulate by telephone or letter at Departmental expense in accordance with [COPP 7.1 – Prisoner Communication](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)
* permitted to receive an official visit from a consular representative of the country of which they are a citizen in accordance with [COPP 7.3 – Official Visitors](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)
* provided with consulate contact information.

### A record that the prisoner has been informed and any contact requests shall be recorded in the Reception Intake Assessment checklist, refer to section 5.6.

## Trans, gender diverse and intersex prisoners

### The prisoner’s gender will be determined by the gender indicated on the warrant or other instrument authorising imprisonment. Refer to [COPP 4.6 – Trans, Gender Diverse and Intersex Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Reception Officers shall ensure the ‘Trans, Non-Binary or Intersex’ information is entered in the TOMS Receiving Module.

### Where a prisoner identifies as trans, gender diverse or intersex, the prisoner may be accommodated in a single cell or special purpose cell, segregated from the prison population, with separate ablution facilities until a placement decision is made in accordance with [COPP 2.3 – Assessments, Placements and Sentence Management](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and [COPP 5.1 – Prisoner Accommodation.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

## ‘New Young Offenders’ and ‘Repeat Young Offenders’

### All staff need to be aware that care should be taken to ensure the assessment and placement of Young Offenders (Repeat Young Offenders and New Young Offenders) is undertaken expeditiously and that particular attention is paid to the offender's potential vulnerability.

### Any New Young Offender undertaking their first period of imprisonment in an Adult facility shall be referred to the Prisoner Support Officer (PSO) via the PSO Referral module on TOMS. If the PSO is not available referral to other support services to be determined by Unit Manager.

### The PSO shall establish contact with the New Young Offender at the first available opportunity. Until this has occurred unit staff shall record a daily log of contact with a New Young Offender in the Offender Notes on TOMS.

### Where possible a New Young Offender shall be placed in a shared/buddy cell accommodation.

### If an offender is transferred directly from Banksia Hill Detention Centre (BHDC) to an adult prison, relevant records will be transferred with them.

### If an offender is released from BHDC and at a subsequent date is admitted to an adult prison, Reception Officers are encouraged to contact BHDC Senior Officer Gatehouse on 9333 2220 to obtain information on the detainee’s previous ARMS or security alerts which may impact the Young Offender’s placement within the receiving prison.

### A ‘Young Offender History’ alert will self-populate when a Young Offender with a juvenile detention history is received into an adult prison. This alert is to be reviewed by Reception Officers when determining at-risk status and placement within the prison.

### Additionally, Reception Officers shall send a written request to BHDC using the [Request for information on a Young Prisoner](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/copp-forms.aspx) form. The request can be emailed or faxed:

* During office hours –   
  [YJS-JCS-BanksiaHill-CasePlanning@justice.wa.gov.au](mailto:YJS-JCS-BanksiaHill-CasePlanning@justice.wa.gov.au) or (fax) 9333 2524
* After office hours –  
  [YJS-JCS-BanksiaHill-Admissions@justice.wa.gov.au](mailto:YJS-JCS-BanksiaHill-Admissions@justice.wa.gov.au) or (fax) 9333 2571

### BHDC will advise if the prisoner is known or unknown to them. If known, BHDC will provide:

* Discharge information
* Known detention centre/community self-harm or suicidal behaviour, including ARMS/SAMS history
* Emotional state during last admission
* Significant behavioural problems in custody (eg history of staff/detainee assaults, repeat roof ascender)
* Known concerns on prison placement/other relevant information (eg known at risk/risk from other status)
* Recent psychological involvement in custody and contact person
* Known medical conditions or disabilities.

### The information provided by BHDC is to be used by the Reception Officer in determining suitable placement for the prisoner. Paperwork received from BHDC shall be filed in the Unit File.

### Any information provided by BHDC Health Services/Psychological Services concerning recent psychological involvement or known medical conditions or disabilities should also be passed to the relevant Health Services staff as soon as is practicable.

### The Superintendent may request that a Custodial Officer who is known to the Young Offender, attend the prison to assist in managing the young offender. BHDC’s Superintendent should approve this request and may provide other assistance, if practicable.

## Prisoners charged or convicted of violent/sexual offences against children

### There are visit restrictions for prisoners with current charges, convictions and prior offence histories (if known) for violent/sexually related offences committed against children under the age of 18. Refer to [COPP 7.4 – Visitor Restrictions and Bans](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### If Reception Officers are aware a prisoner has violent/sexually related offences against children under the age of 18, Reception Officers shall:

* apply a ‘Restricted Visits’ alert on TOMS
* specify the prisoner is not permitted visits with children and the justification for the alert recorded in the alert notes
* advise Security or relevant Assistant Superintendents or OIC.

### Screening procedures and management of social visits for these prisoners are described in [COPP 7.2 – Social Visits](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

## Protection prisoners

### If a prisoner is identified as needing protection, Reception Officers shall record this information in accordance with [COPP 4.10 – Protection Prisoners.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

# New Prisoner Reception Intake

## Receival

### New prisoners are considered to be at an elevated risk upon entering prison. This risk can be further increased when transferred away from their community, family, and friends. Reception Officers shall provide additional support where a new prisoner shows a need to feel safe or better informed.

### New prisoners arriving at a prison are processed through Reception in accordance with section 3, including warrant verification (section 3.3), searching (section 3.1.5) and placement in prison (section 3.6).

### Reception Officers shall conduct a thorough search of TOMS to check for any previous records a prisoner may have. A new TOMS ID should only be created when no previous record exists.

### Where a previous TOMS record exists, Officers shall ensure all the information is reviewed by asking the prisoner if details are still current, especially their most recent residential address, contact persons and demographics.

### Reception Officers shall ensure a photograph is taken of all new prisoners, in accordance with section 3.2.

## Shower and issue of prison items

### Reception Officers shall ensure each new prisoner:

* Has the opportunity to shower[[4]](#footnote-5) and be provided lice shampoo if required
* Is provided prison issue clothing, footwear, and personal hygiene items in accordance with [COPP 6.5 – Prisoner Hygiene and Laundry.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

## Prisoner property

### Reception Officers shall make an inventory of the prisoner’s property, in the presence of the prisoner. where possible. Any valuable property or items requiring indemnity accompanying the prisoner shall be processed in accordance with [COPP 3.1 – Managing Prisoner Property](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Prisoners shall be advised:

* that property not stored by the prison must be signed out or otherwise dealt with
* not to loan or borrow any property to/from other prisoners
* any property items in their possession are their responsibility
* the Department will not be liable for loss or damage to a prisoner’s property
* they may be held liable for damage to any Departmental property.

### The further management, recording and issuing of a prisoner’s property shall be conducted in accordance with [COPP 3.1 – Managing Prisoner Property.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

## Interview

### Reception Officers shall interview the new prisoner to ascertain and enter the following details in the ‘Receiving Module’ on TOMS:

* prisoner’s name including any aliases and alternative dates of birth usedDescription, including height, weight, language, ethnicity (including Indigenous status, refer to section 4.3), distinguishing marks (eg tattoos, scars etc)
* most recent residential address and the last permanent residential address if the prisoner is from overseas
* contact details for the prisoner and their Next of Kin (see clause 5.4.3)
* demographics, including most recent occupation, education level, qualifications, marital status, religion, and citizenship status
* confirm if remand prisoners would like to work while in custody. (this is to be recorded on TOMS in the ‘Receiving’ Module, in the ‘Admission/At-Risk Assessment’ tab). If a remand prisoner wishes to work, they shall sign the [Application for Remand Prisoners to be Employed](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/copp-forms.aspx)
* gang affiliations, if relevant, are to be provided to Intelligence Services.

### Ask the prisoner if they require a birth certificate and tag the applicable ‘yes’ or ‘no’ radio button. If ‘yes’ is tagged, a notification is sent to the Transitional Manager to organise a birth certificate via the Registry of Births Deaths and Marriages.

### Prisoners shall be issued with an Identification card as per the Offender ID Label on TOMS.

### The ‘Receiving Module’ on TOMS includes contact details of the prisoner’s Next of Kin. Reception Officers shall ensure the details of at least two Next of Kin contact persons are provided, including an address, phone number and relationship to the prisoner. The collection of two contact persons aims to ensure, in the event of an emergency, at least one valid contact is available.

### Reception Officers shall note on TOMS if a prisoner is unable (or unwilling) to supply their Next of Kin information and why. If a prisoner provides or amends their Next of Kin details at a later date, TOMS should be updated as soon as practicable. Next of Kin information is contained in [COPP 6.1 – Prisoner Access to Healthcare](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Reception Officers shall check TOMS for any:

* Alert(s) (active or inactive) and action accordingly
* Active ‘Vigil’ flags. Reception Officers shall contact staff identified in the alert and take any additional action, as specified by the flag.

### Prisoners are to be asked to state their religion/denomination, or to register as ‘nil-religion.[[5]](#footnote-6)

### A ‘Multiple Cell Occupancy – Risk Assessment’ checklist (via TOMS) shall be completed by Reception Officers to assist with consideration of placement in a shared cell. The Checklist shall be completed with reference to any current TOMS alerts a prisoner may have. Refer to [COPP 5.1 – Prisoner Accommodation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

## Prisoner support

### Reception Officers shall enquire about any arrangements the prisoner may have made prior to their entry to prison and any immediate needs that may need to be addressed. Prisoners may need support with the following, but not limited to:

* childcare
* animal welfare
* housing payments
* vehicle security.

### Reception Officers shall ensure each new prisoner has the opportunity to:

* telephone their Next of Kin or other suitable person to advise them of their imprisonment
* make or finalise any other arrangements a prisoner may have identified (eg childcare or animal welfare).

### Reception Officers are to make relevant checks prior to conducting such welfare calls to ensure the prisoner is not contacting someone who has a Violence Restraining Order or Family Violence Restraining Order against the prisoner or is the victim of the prisoner’s current charges.

### All new prisoners shall be referred to a PSO and other support staff, as needed.

### Prisoners shall be given basic information to assist with adjusting to the prison’s routine in accordance with [COPP 2.2 – Orientation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

## Health and wellbeing

**At Risk Management System – Reception Intake Assessment**

### The ‘At Risk Management System – Reception Intake Assessment’ (ARMS – RIA) is an instrument used to assess potential suicide/self-harm behaviours a prisoner may show at Reception. This assessment may indicate whether a prisoner may need additional support. This assessment shall be conducted in a private place away from other prisoners.

### Upon initial reception into prison, each prisoner is to be screened by a Reception Officer for signs the prisoner is, or may be, at risk by completing an ARMS – RIA on TOMS in accordance with [COPP 4.9 – At-Risk Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and the [ARMS Manual](http://justus/intranet/prison-operations/Pages/arms.aspx).

### If an ARMS – RIA cannot be completed at the point of reception, refer to [COPP 4.9 – At Risk Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and the [ARMS Manual](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/arms.aspx).

### If Reception staff become aware of any self-harm history information which is not captured within TOMS, reception staff must update the ‘self-harm history’ alert on completion of the RIA.

**Medical screen**

### Health Services staff shall conduct a full health screen of each prisoner within 24 hours of intake using information accompanying or gathered from the prisoner. Health Services staff shall complete the AMR1012 Adult Initial Health Screen.

### If a prisoner is considered ‘At-Risk’, Health Services staff shall ensure the prisoner is referred to ARMS via the ARMS Module on TOMS.

## Prisoner’s Unit File

### Reception Officers shall raise a Prisoner’s Unit File, which is used to retain original signed copies of documents. The Unit File can contain any paperwork accompanying the prisoner on Reception, however if the information is on TOMS and a prisoner signature is not required, there is no requirement to place a printed hard copy on the unit file.

### The Unit File shall be forwarded to the prisoner’s receiving Unit.

### The Unit File shall follow the prisoner to wherever they are accommodated in prison.

## New prisoner intake from hospital/medical facility

**While in hospital or medical facility**

### This section applies when a prisoner is received into prison following a bedside hearing, hospital admission or admission to hospital following a court appearance.

### Once advised a new prisoner is located at a hospital or medical facility, the receiving prison shall send a Reception Officer to the location to conduct the reception process within 24 hours, including the ARMS – RIA, take a photo, and gather any other required prisoner information (eg description, address, contact persons, demographics).

### Reception Officers shall issue prison clothing, footwear and personal hygiene items as required. Any personal property, including clothing, shall be taken and managed by the receiving prison, in accordance [COPP 3.1 – Managing Prisoner Property](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

**Arrival from hospital or medical facility**

### Reception Officers shall review the prisoner’s Reception information. Any changes to the prisoner’s details since the manual reception process at the medical facility shall be updated on TOMS.

### Any reception process not previously completed, shall be completed when the prisoner arrives at the receiving prison.

### Any documents accompanying the prisoner from the medical facility shall be provided to Health Services staff.

### The Superintendent/OIC shall liaise with Health Services staff, where possible, to determine a placement for a prisoner returning from a medical facility. Refer to [COPP 12.2 – Conducting Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

# Prisoner Authorised Absence

## Overview

### Reception Officers shall ensure the relevant documents, permits authorising the absence[[6]](#footnote-7) and relevant items are gathered and ready to accompany the prisoner before departure. Officers shall check the identity and the departure documents for each prisoner leaving the prison. Refer to [COPP 14.5 – Authorised Absences and Absence Permits](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Reception Officers shall ensure a new photograph of the prisoner is taken in accordance with section 3.2.

### On completion of the escort, Reception Officers shall update the TOMS ARMS Module ‘Supervision Log’ where required, as per section 3.5.

## External travel considerations

### Prisoners shall be permitted to wear suitable clothing relevant to the external activity, as determined by the Superintendent. If a prisoner has an ARMS alert regarding access to ligature items (eg laces, ties, belts), any clothing issued shall be reviewed and actioned before travel, if required. If civilian clothing is worn, a record of the clothing will be made when the prisoner exits the prison. When the prisoner returns, the clothing shall be checked against the record and handed back to Reception before the prisoner is required to dress in prison issue clothing.

### Prisoners processed in Reception will be searched as soon as practicable in accordance with [COPP 11.2 – Searching.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) Care shall be taken to ensure prisoners who have been searched:

* Have no opportunity to secrete contraband before entering the escort vehicle
* Are not secured with prisoners who have not been searched.

### Pregnant prisoners are to be managed in accordance with [COPP 4.4 – Pregnant Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx), [COPP 11.3 – Use of Force and Restraints](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and [COPP 12.2 – Coordination of Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### The OIC shall ensure Escorting Officers are familiar with any security concerns or other behavioural information which may be relevant to the escort, not stated on the prisoner’s Offender Movement Information (OMI) sheet, so the prisoner can be managed accordingly, refer to [COPP 12.2 – Conducting Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Prisoners are not permitted to possess their medication during an escort unless approved by an appropriate authority such as Health Services staff. Any medication required by the prisoner and instructions they may require, as per the fitness for travel certification, will be made ready for transport, refer to [COPP 12.2 – Conducting Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Reception Officers shall ensure:

* Medication required for the escort is provided to Escort Officers before leaving the prison
* When a prisoner is granted permission to possess their own medication (eg asthma inhaler), Escort Officers are made aware of the arrangement so they can manage the prisoner and medication as required.

### Prisoners may be issued with some personal cash from their Prisoner’s Personal Cash Account for necessities while absent from prison for certain activities, as determined by the Superintendent. Any money returning with a prisoner at the conclusion of the external activity or Home Leave is to be deposited with the cashier, refer to [COPP 8.4 – Prisoner Finances](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Before leaving prison, the relevant Prison Officer (eg Reception, Gatehouse, SOG, Escort) shall confirm the identity of the prisoner against their OMI sheet and report the confirmation to the Senior Officer Gatehouse.

# Prisoner Transfer To/From Other Prisons

## Reception Overview

### Transfers shall occur in accordance with [COPP 2.3 – Assessments, Placements and Sentence Management](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and [COPP 12.4 – Prisoner Transfers](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and [COPP 3.1 – Managing Prisoner Property](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### Where a prisoner has a current ARMS or SAMS alert, both Superintendents shall approve the Transfer Plan prior to transfer, in accordance with [COPP 12.4 – Prisoner Transfers](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### For transfers the following items are required to accompany the prisoner:

* Warrant, Bring Up Order or other relevant instrument
* Unit File and Warrant File
* Reception paperwork, including OMI sheet and custody handover documents
* All property (including clothing and valuable property) and corresponding ‘Offender Property Sheet’. For information on dangerous goods refer to [COPP 12.4 – Prisoner Transfers](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)   
  Note: for a temporary transfer, it may not be necessary that all property accompanies a prisoner
* Observation and Interaction – Offender In Transit sheet, if the prisoner has an active ARMS or SAMS alert.

## Prisoner transfer to another prison

### Prisoners transferring to another prison are processed through Reception in accordance with section 6.

### Prisoners shall wear prison issue clothing on all inter-prison escorts.

### Prison library materials shall be removed from the prisoner’s possession and managed in accordance with [COPP 8.3 – Prisoner Libraries.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

### The prisoner’s Unit File and, where applicable, any medication required during the transfer are placed in sealed and secure bag bearing:

* name of prisoner
* destination
* prison transferred from
* prison transferred to.

### If an overnight stay at a lockup is required for the prisoner’s transit to another prison, refer to [COPP 12.6 – Prisoners in Police Lockups](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and [COPP 12.4 – Prisoner Transfers](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) (specifically Appendix B – Schedule for Inter-prison Transfers).

## Prisoner transfer from another prison

### Prisoners arriving at a prison for transfer from another prison are processed through Reception in accordance with section 3.

### On arrival from another prison, Reception Officers shall check for the items that were required to accompany the prisoner, refer to section 7.1.2.

### If the prisoner’s Unit File or other paperwork are not present upon receiving the prisoner, Reception Officers shall contact the sending prison to locate the missing files and paperwork. Reception Officers may need to make a temporary file to hold the documents until the missing items arrive.

### Reception Officers shall ensure the prisoner’s OMI sheet and associated paperwork from the sending prison is checked to confirm:

* security rating
* destination
* the ARMS or SAMS Observation and Interaction – Offender in Transit sheet has been filled out in line with their ARMS Risk Management Plan, if the prisoner has an active ARMS or SAMS alert
* date of discharge or court appearance
* place of discharge or court appearance.

### Reception Officers shall make an inventory of the prisoner’s property, in the presence of the prisoner where possible, in accordance with [COPP 3.1 – Managing Prisoner Property](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

### The further management, recording and issuing of a prisoner’s property shall be conducted in accordance [COPP 3.1 – Managing Prisoner Property.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

### Health Services staff shall review the prisoner’s health summary and medical records as soon as practicable after arriving at the new location.

# Prisoner Transfer To/From Court

## Overview

### For court related transfers the following items will accompany a prisoner:

* OMI sheet
* Warrant, Bring Up Order or other relevant instrument
* Observation and Interaction – Offender In Transit sheet, if the prisoner has an active ARMS or SAMS alert.

## Prisoner transfer to court

### Prisoners departing a prison for court are processed through Reception in accordance with section 6.

### Prison issue clothing shall not be worn to court unless circumstances prevent the prisoner from wearing civilian clothing. If the prisoner elects to wear prison issued clothing to a court appearance,[[7]](#footnote-8) they are to complete a [Preference to Wear Prison Issued Clothing to Court](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/copp-forms.aspx) form.

### Reception Officers shall gather the items listed in section 8.1.1 authorising the court appearance.

### Prisoners attending court are permitted to take legal and other documents relating to their appearance in court, particularly when a prisoner is representing themselves.

### For any prisoner who’s custody is not authorised by any current warrant or other order (such as a ‘Return Order’), staff shall prepare for the possible release of the prisoner by completing the Prisoner Release from Court Checklist on TOMS and in accordance with [COPP 14.6 – Prisoners Release from Custody](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

## Prisoner transfer from court (returns)

### New prisoners arriving at a prison from court are processed through Reception in accordance with section 3 and section 5.

### Returning prisoners shall be processed through Reception in accordance with section 3 and change back into prison issue clothing. The prisoner’s civilian clothing shall be checked against the record of clothing worn to court.

### If the prisoner has a ‘Return Order’ and returns with no other warrant or instrument authorising their imprisonment, Reception Officers shall ensure there is an active warrant or instrument held by the prison authorising imprisonment in accordance with section 3.3 and [COPP 12.7 – Warrants](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

# Police Transfer of a Prisoner to Prison

## Overview

### Where an person is arrested and detained with appropriate documents authorising their imprisonment (see [COPP 12.7 – Warrants](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) for details of acceptable documentation), the WA Police Force may deliver the person into the custody of a prison.

### Prisoners arriving at a prison are processed through Reception in accordance with section 3.

### Reception Officers shall ensure the following documents accompany all prisoner transfers from WA Police Force custody:

* The warrant or order authorising the movement of the prisoner
* Relevant handover documents from Police Officers, such as the Custody Handover Form and Police Property Receipt Form.

### If Police Officers do not have the handover documents, they should make arrangements to immediately supply the documents before leaving prison (via email). If handover documentation is not provided, a note shall be entered on the prisoner’s ‘Notes’ on TOMS specifying the documentation was not provided and the Police Officers’ names.

# Prisoner Transfer To/From Medical Appointments or Hospital Admissions

## Overview

### For medical related transports the following items are required to accompany the prisoner:

* OMI sheet
* Observation and Interaction – Offender In Transit sheet, if the prisoner has an active ARMS or SAMS alert.

### If there is a medical emergency in which a prisoner is required to be urgently transported to a hospital or medical facility, for treatment of a life threatening illness or injury, the prisoner’s Next of Kin shall be notified in accordance with [COPP 6.1 – Prisoner Access to Health Care](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and [COPP 12.2 – Coordination of Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).

## Prisoner transfer to medical appointments or hospital admissions

### Prisoners departing a prison for a medical appointment or hospital admission are processed through Reception in accordance with section 6.

### Reception Officers shall gather the items required for the transport, including those listed in section 10.1.1 and the Medical Appointment Advice signed by the Superintendent.

### Prisoners shall wear prison issue clothing to all external medical appointments or hospital admissions.

### Management of prisoner property in regard to a prisoner’s admission to the Frankland Centre shall be in accordance with [COPP 3.1 – Managing Prisoner Property.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

## Refusal to attend an external medical appointment at Reception

### If a prisoner refuses to attend an external medical appointment, Reception Officers shall:

* Advise Health Services as soon as practicable
* Encourage the prisoner to attend the appointment, in conjunction with Health Services where practicable.

### Health Services staff will contact Medical bookings to advise the hospital to cancel the appointment and ensure the Refusal to Attend a Medical Appointment form is completed (via ECHO).

## Prisoner return from a medical appointment or hospital admission

### Prisoners returning to a prison from a medical appointment or hospital discharge are processed through Reception in accordance with section 3.

### Reception Officers shall ensure any medication, medical supplies and medical documents/information are handed over by the Escort Officers.

### At no time may any staff member, other than a Health Services clinician, open or read a prisoner’s medical documents.

### Reception Officers shall forward all medication, scripts or care plans accompanying the prisoner, to the Medical Centre for Health Services staff to enter into ECHO and action accordingly.

### If there are no Health Services staff on duty to accept the medication or medical documentation, the items shall be provided to the Superintendent/OIC who will pass on the documents when Health Services is staffed.

### The Superintendent shall liaise with Health Services staff to determine a suitable placement for prisoners returning from a hospital admission.

# Inter-Prison Visits

## Prisoner leaving for an inter-prison visit

### Prisoners leaving a prison for an inter-prison visit are processed through Reception in accordance with section 6.

### Reception Officers shall ensure that prisoners listed on the T&D Sheet as requiring transport for inter-prison visits, approved in accordance with [COPP 7.2 – Social Visits](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and are present in Reception promptly for transportation.

### Reception Officers shall gather the following for each prisoner:

* OMI sheet
* Observation and Interaction – Offender In Transit sheet, if the prisoner has an active ARMS or SAMS alert.

### Prisoners are to wear prison issue clothing for all inter-prison visits.

## Prison receiving a prisoner for an inter-prison visit

### When a prisoner arrives from another prison for a visit, Gatehouse Officers shall check the identity of the prisoner from the OMI sheet and record the movement in the Occurrence Book.

## Prisoner returning from an inter-prison visit

### Prisoners returning to a prison from an inter-prison visit are processed through Reception in accordance with section 3.

# Prisoner Release from Custody

### The procedure for prisoner discharge is outlined in [COPP 14.6 – Prisoners Release from](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) Custody.

### Reception Officers shall gather and forward the Unit File to the Operational Records Management for each prisoner who has been discharged from custody, either from a prison or court.

# Standing Orders

### Superintendents may develop a Standing Order, compliant with this COPP as operationally required.

### For prisons requiring a Standing Order this shall be compliant with [COPP 1.3 – Standing Orders](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) and the Department’s [Operational Policy and Procedure Framework](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/ops-standards.aspx).

# Annexures

## Related COPPs and other documents

**Related COPPs**

[COPP 1.3 – Standing Orders](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 2.2 – Orientation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 2.3 – Assessments, Placements and Sentence Management](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 3.1 – Managing Prisoner Property](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 4.1 – Remand Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 4.2 – Aboriginal Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 4.3 – Women Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 4.4 – Pregnant Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 4.6 – Trans, Gender Diverse and Intersex Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 4.9 – At-Risk Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 4.10 – Protection Prisoners](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 5.1 – Prisoner Accommodation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 6.1 – Prisoner Access to Health Care](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 6.5 – Prisoner Hygiene and Laundry](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 7.1 – Prisoner Communication](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 7.2 – Social Visits](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 7.3 – Official Visitors](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 7.4 – Visitor Restrictions and Bans](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 8.3 – Prisoner Libraries](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 8.4 – Prisoner Finances](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 11.2 – Searching](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 11.3 – Use of Force and Restraints](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 12.2 – Coordination of Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 12.3 – Conducting Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 12.4 – Prisoner Transfers](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 12.6 – Prisoners in Police Lockups](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 12.7 – Warrants](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 14.5 – Authorised Absences and Absence Permits](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

[COPP 14.6 – Prisoners Release from Custody](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

**Other documents**

[At Risk Management System Manual](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/arms.aspx)

[ePEMS](https://wacscs-epems.broadspectrum.com/)

[Guiding Principles for Corrections in Australia, 2018](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/ops-standards.aspx)

## Definitions and acronyms

|  |  |
| --- | --- |
| Term | Definition |
| Admission to Hospital | Where a prisoner is admitted for inpatient services at a hospital |
| Appointment | Any medical appointment, consultation, examination, treatment or procedure |
| At Risk Management System (ARMS) | ARMS is the Department's multi-disciplinary suicide prevention strategy for offenders. The tri-level system includes:   * primary prevention includes strategies to create a physical and social environment in the prison that limits stress on prisoners * secondary prevention includes strategies to support prisoners at statistically higher risk of self-harm or suicide * tertiary prevention includes strategies aimed directly at individuals who are identified as at risk of self-harm or suicide.   ARMS draws together the expertise of different staff groups for the prevention and management of prisoners facing an acute self-harm or suicidal crisis. |
| Commissioner’s Operating Policy and Procedures (COPP) | COPPs are policy documents that provide instructions to staff as to how the relevant legislative requirements are implemented. |
| Criminal Law (Mental Impairment) Flag/Alert | An automatic alert is raised on TOMS to indicate a Criminal Law Mental Impairment prisoner is received into prison. |
| Escorting Officers | A Prison Officer, Officer employed under the Court Security & Custodial Services Contract, or an Officer employed by a private prison contractor who is trained to conduct prisoner escorts |
| Extended stay | An extended stay is when a prisoner spends more than 3 days in hospital. In these instances, a summary of the most current and important information from the Observation and Interaction sheet should be entered into the TOMS Supervision Log (rather than the entire log for an extensive period of time). |
| Gender Diverse | An umbrella term that is used to describe gender identities that demonstrate a diversity of expression beyond the binary framework. |
| Guiding Principles for Corrections in Australia, 2018 | The guidelines and the accompanying principles constitute outcomes or goals to be achieved, rather than a set of absolute standards or laws to be enforced. They represent a statement of intent that each Australian State and Territory can use to develop their own range of relevant legislative policy and performance standards to reflect best practice and community demands. |
| Health Services staff | Collective term for Medical Practitioner, Medical Officers and Registered Nurses. |
| Intersex | People who are born with sexual anatomy, reproductive organs and/or chromosomes that are inconsistent with the typical definitions of male and women. |
| Medical Emergency | A medical incident where medical assistance is required to provide treatment that is necessary to save a life or prevent serious harm and requires immediate action to prevent further deterioration. |
| New young offender | A prisoner aged 20 years or younger who has not previously been in an adult prison or has spent less than 7 days previously in an adult prison. An automatic alert and flag ‘Young Offender’ is raised on TOMS when a new young offender is received into prison. |
| Next of Kin | The term refers to the person(s) which the prisoner nominates as a contact to inform when they have a significant health issue. The person(s) nominated may include their spouse, the closest blood relative or a kinship/extended family relative. |
| Officer in Charge (OIC) | An officer designated as having the charge and superintendence of a prison in the absence of the Superintendent. |
| OMI | Offender Movement Information (TOMS printout) |
| PPCA | Prisoner’s Personal Cash Account |
| Prison Officer | A person engaged or deemed to have been engaged to be a prison officer under s.13 of the *Prisons Act 1981* or deemed to have been appointed under s. 6 to an office designated. |
| Prisoner | Any person as defined in s.3 of the *Prisons Act 1981*; also includes a person not yet in the custody of a prison, but in the custody of a Contractor under the *Court Security and Custodial Services Act 1999*. |
| Reception Officer | Prison Officer(s) undertaking any reception processes upon the receipt, transfer or discharge of a prisoner and does not refer only to those officers designated as Reception Officers. |
| Remand Prisoner | All prisoners as defined in r. 55 of the *Prisons Regulations 1982*. |
| Repeat Young Offender | A prisoner aged 20 years or younger who has previously spent more than 7 days in an adult prison. An automatic alert and flag ‘Young Offender’ is raised on TOMS when a Repeat Young Offender is received into prison. |
| Return Order | A direction issued by a prison for the return of a prisoner from court, where instrument(s) authorising the detention of the prisoner remain after court proceedings |
| Senior Officer (SO) | A prison officer under s. 13 of the [*Prisons Act 1981*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_751_homepage.html) and a person appointed or deemed to have been appointed under s. 6 of the [*Prisons Act 1981*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_751_homepage.html) to an office designated by rules for the purposes only of this definition, who has successfully completed the ELTP and the Department’s Senior Officer promotional process. |
| Sentenced Prisoner | All prisoners serving a term of imprisonment imposed by a court. |
| Serious illness or injury | Serious illness or injury, for the purpose of this policy, includes any illness or injury that:   * requires surgery involving the application of general anaesthetic * involves treatment for mental illness * may result in permanent damage to health or is likely to, whether treated or not, result in some disablement or permanent reduction in the prisoner's health. |
| Special Profile Prisoner (SPP) | Any prisoner whose high media profile, actions or whose management has given or may give rise to interest from the press, political parties, social action groups, lobby groups, victims or the police. |
| Staff | Any person in the paid or unpaid employment of the Department of Justice, Corrective Services, including contractors, subcontractors and volunteers. |
| Superintendent | The Superintendent as defined in s. 36 of the [*Prisons Act 1981*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_751_homepage.html) includes any reference to the position responsible for the management of a private prison under Part IIIA of the [*Prisons Act 1981*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_751_homepage.html). This does not extend to the OIC of the prison. |
| Support and Monitoring System (SAMS) | SAMS is a whole of prison approach to the way prisoners who require multi-disciplinary intervention are identified and monitored. The system provides a standardised approach across all prisons managing prisoners identified as:   * 'Disturbed and Vulnerable' * Long-term (chronic) risk to self * Experiencing sensitive cultural or spiritual issues.   The purpose of SAMS is to make sure there is a collaborative, coordinated approach to identifying and managing prisoners who are not an immediate risk to themselves, however require additional support, intervention and/or monitoring in prison. |
| T&D sheet | Transfer & Discharge sheet produced through TOMS |
| Total Offender Management Solution (TOMS) | An electronic database used by the Department of Corrective Services to record and manage comprehensive information relating to prisoners and detainees. |
| Trans | Umbrella term used to describe all people whose gender identity is different to the sex they were assigned at birth. |
| Unit File | A file or group of files which is created regarding a particular prisoner for the purposes of prisoner management (ie Warrant File, Unit File, Reception File etc). Documents printed directly from TOMS which does not require a signature (of staff or prisoner) are not to be stored on a Unit File. |
| Unlawful Consorting Notice | Unlawful Consorting Notice issued under the *Criminal Law (Unlawful Consorting and Prohibited Insignia) Act 2021* |
| WA Police Force Officer | A person appointed under Part I of the *Police Act 1892,* to be a member of the Police Force of Western Australia |
| Warrant | A written order of a judicial body, including a Bring Up Order (includes courts, tribunals, Royal Commission, CCC) |
| Woman | An adult female human being. |
| Young offender flag (in TOMS) | An alert indicating a prisoner aged 20 years or younger and is either a ‘New Young Offender’ or a ‘Repeat Young Offender’. An automatic alert and ‘Young Offender’ flag is raised on TOMS when a Young Offender/New Young Offender is received into prison. |
| Young offender history alert | An automatic alert generated when a New Young Offender who has previously been in juvenile detention is received into an adult prison. Any previous alert details from juvenile detention will be shown on this alert. |

## Related legislation

* *Court Security and Custodial Services Act 1999*
* *Prisons Act 1981*
* *Prisons Regulations 1982*

# Assurance

It is expected that:

Prisons will undertake local compliance in accordance with the [Compliance Manual](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/monitoring.aspx).

The relevant Deputy Commissioner will undertake management oversight as required.

Operational Compliance Branch will undertake checks in accordance with the [Operational Compliance Framework](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/monitoring.aspx).

Independent oversight will be undertaken as required.

# Document Version History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version no | Primary author(s) | Description of version | Date completed | Effective date |
| 1.0 | Operational Policy | Approved by the Commissioner, Corrective Services. | 27 May 2021 | 28 June 2021 |
| 2.0 | Operational Policy | Approved by the A/Director Operational Projects, Policy, Compliance and Contracts | 23 August 2021 | 24 August 2021 |
| 3.0 | Operational Policy | Approved by the A/Director Operational Projects, Policy, Compliance and Contracts | 2 March 2022 | 8 March 2022 |
| 4.0 | Operational Policy | Approved by the A/Director Operational Policy, Compliance and Contracts | 22 November 2022 | 30 November 2022 |
| 5.0 | Operational Policy | Approved by the Commissioner Corrective Services | 26 July 2023 | 27 July 2023 |
| 6.0 | Operational Policy | Approved by the Commissioner Corrective Services  CM: S23/112754 | 4 December 2023 | 12 December 2023 |
| 7.0 | Operational Policy | Approved by the Deputy Commissioner  Operational Support  CM ref: D24/203855 | 18 June 2024 | 27 June 2024 |
| 8.0 | Operational Policy | Approved by the Deputy Commissioner  Operational Support  CM ref: S24/86815 | 30 August 2024 | 01 September 2024 |
| 9.0 | Operational Policy | Approved by the Deputy Commissioner Operational Support  CM Ref: S24/113130 | 1 November 2024 | 5 November 2024 |
| 10.0 | Operational Policy | Approved by the Deputy Commissioner Operational Support  CM Ref:D24/1052892 | 04 December 2024 | 09 January 2025 |
| 11.0 | Operational Policy | Approved by the A/Assistant Commissioner, Operational Support Services | 24 February 2025 | 26 February 2025 |

Appendix A: Interpreting and Translating Services

|  |  |  |
| --- | --- | --- |
| **Agency** | **Services available** | **Contact Information/ How to engage** |
| Services engaged shall be through CUA ITS2017 ([www.wa.gov.au](http://www.wa.gov.au)) | | |
| Translating and Interpreting Service (TIS) | Provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients. | Booking options can be found [online](https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National.aspx). |
| Aboriginal Interpreting Western Australian | Aboriginal Interpreting WA (AIWA) provides interpreters accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) in over 40 WA Aboriginal languages to clients anywhere in Australia. | Bookings can be made [online](https://aiwaac.org.au/i_booking.html) by filling out the online booking form or emailing the pdf version to [bookings@aiwaac.org.au](mailto:bookings@aiwaac.org.au). |
| Access Plus WA Deaf | Access Plus WA Deaf Inc is a not-for-profit organisation and registered charity and provides services for all West Australians. | Booking options can be found [online](https://accessplus.org.au/). |
| ONCALL Language Services | ONCALL Language Services offer a suite of language service solutions | Booking options can be found [online](https://oncallinterpreters.com.au/). |
| Alternative service providers can be found on the [WA Government](https://www.wa.gov.au/government/cuas/interpreting-and-translating-services-cuaits2017#how-do-i-buy) website. | | |
| Each facility may have established processes for engaging these services. Please speak with administration to establish which service your facility currently engages, or to commence account registration. | | |

1. Court Security and Custodial Services Rule 06 [↑](#footnote-ref-2)
2. r.43(2) of *Prisons Regulations 1982* [↑](#footnote-ref-3)
3. r.43(3) of *Prisons Regulations 1982* [↑](#footnote-ref-4)
4. r.32 *Prison Regulation 1982* [↑](#footnote-ref-5)
5. r.38(1)(b) *Prison Regulations 1982* [↑](#footnote-ref-6)
6. s.83 *Prisons Act 1981* [↑](#footnote-ref-7)
7. *r.33 Prison Regulations 1982* [↑](#footnote-ref-8)