COPP 2.2 Prisoner Orientation

Prison

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| PrinciplesAs referenced in the *Guiding Principles for Corrections in Australia, 2018*:2.2.1 Prisoners are informed of their rights and obligations on admission to a correctional facility.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. |

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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

The initial period of imprisonment can be unsettling for prisoners. Orientation provides basic information which aims to give a supportive transition for prisoners entering custody for the first time or transferring between prisons. During orientation, staff shall ensure prisoners have a better understanding of prison life and their entitlements, rights and responsibilities, development opportunities, the disciplinary process, and prison operations.

Orientation is part of the admissions process (refer to [COPP 2.1 – Reception](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)). While taking a prisoner through orientation, staff shall explain the standards of behaviour expected in prison which assists to create and maintain a safe and secure environment. Orientation should be communicated clearly and, in a manner, pace and language understood by each prisoner.

# Orientation overview

### Unit Managers/Orientation Officers in charge of new prison arrivals shall complete stages 1 and 2 of orientation within 3 working days of arrival. Completion of these stages shall include completion of the Orientation Checklist on TOMS.

### The Unit Manager/Orientation Officer will regularly run the ‘Offenders with No Orientation’ report on TOMS to ensure checklists have been completed on time.

### The three stages of orientation are:

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| Stage | Timeframe for completion | Requirements |
| 1 | Day of arrival | Provide basic information and items to assist with the adjustment to prison routine. The information will cover:1. overview of the prison’s rules and services such as telephone access, visits and mail processes
2. prisoner’s responsibilities
3. Aboriginal support services, as required.
4. contact with the Prisoner Support Officer or other support service for new young offenders (first time in Adult Prison)
5. Peer Support Services
6. bail conditions (if available)
7. details of their next court appearance
8. list of all warrants received (if not previously supplied)
9. identified disability needs whilst being managed in accordance with [COPP 4.8 – Prisoners with Disability](https://justus/intranet/prison-operations/Pages/prison-copps.aspx)
10. opportunity to contact relevant consulate for prisoners who identify as other than an Australian citizen in accordance with [COPP 2.1 – Reception](https://justus/intranet/prison-operations/Pages/prison-copps.aspx).
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| 2  | Within 3 working days of arrival | Supply a copy of the prison’s Prisoner Handbook.Provide a detailed orientation program, covering:1. security matters, location of legislation, rules and procedures about the prison
2. expected behaviours and Unit responsibilities
3. prisoner supervision levels (reference [COPP10.1 – Prisoner Behaviour Management](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx))
4. disciplinary processes
5. dress standards and wearing of identification cards
6. assessment processes, seeking medical attention and cell/personal hygiene
7. location/access to condoms and dental dams
8. gratuities, private cash systems, rewards and canteen
9. information about visits, mail and telephone calls in accordance with [COPP7.1 – Prisoner Communication](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)
10. movement in and out of cells and between Units
11. grievances and complaints processes, and information for contacting the ombudsman and other oversight agencies
12. information on smoking restrictions within the prison and detail availability of cessation aids/educational material in relation to quitting. Refer to [COPP 6.7 – Smoke Free Prisons](https://justus/intranet/prison-operations/Pages/prison-copps.aspx).
13. information on disciplinary measures for prisoners found smoking in non-designated areas including cells
14. prison library services
15. scope and availability of religious/spiritual activities
16. application process to be seen by a chaplain or a representative of their declared faith.
17. emergency assistance (Cell Call Alarm) and procedures
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| 3 | Within one month of arrival | Explain sentence management systems to sentenced and where applicable, remand prisoners including:1. assessment
2. personal development courses
3. addressing offending behaviour
4. Occupational Safety and Health course in accordance with [COPP 8.1 – Prison Based Constructive Activities](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx).
5. any other compulsory course requirements (e.g. health related courses).

Provide information detailed within [COPP 9.6 – Access to Information](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx). |

### All new prisoners who identify as an Aboriginal or Torres Strait Islander person shall be asked if they would like support from the Aboriginal Visitor’s Scheme (AVS). An Orientation Officer shall refer the prisoner to the AVS when they request this support.

### Where required, Superintendents shall ensure relevant business areas provide information for inclusion for a prisoner’s orientation.

# Communication

### It is important for staff to assess the prisoner’s communication capability. Where a prisoner:

1. Shows difficulties with the English language, language assistance shall be provided. This may require the translation of written material or use of a professional interpreting service.
2. Has sight or hearing difficulties, Health Services shall be alerted, and appropriate assistance arranged.

### While staff may provide language assistance, an officer trained in the orientation process should oversee delivery of the program ensuring all aspects of the program are included. Peer support prisoners shall provide assistance (if available) but only when both prisoners agree.

### Prisoners shall be provided the opportunity to ask questions at any stage to clarify information not understood.

# Non-Australian prisoners

### Where a prisoner identifies as other than an Australian citizen, staff shall inform them of the details and the opportunity to contact the relevant consulate in accordance with [COPP 2.1 – Reception](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx) (refer to section 1.1.3 stage 1).

# Presentation and Tour

### Within the first week prisoners may be provided a tour of the facility by a Peer Support prisoner and/or a Prison Officer.

### If a full tour of the prison cannot be facilitated due to the requirements set out in the prisoner’s supervision plan, then at a minimum they will be provided with a tour of their unit.

### Prisoners should be provided a viewing of the prison’s orientation DVD/video or presentation. If available prisoners should be provided with any additional information brochures that highlight prison living and or additional services, the prison provides.

# Prisoner Handbook

### Each prison is required to provide prisoners with a prisoner handbook during stage 2 of orientation. Assistance will be provided for prisoners who cannot understand or read English.

### The handbook shall cover all information provided to the prisoner during orientation and any additional local prison information.

### The handbook must include information about:

1. orientation stages 1, 2 and 3
2. general rules (TV, radio, music, smoking etc.)
3. count times and daily routine (including wakeup/lights out)
4. out of bounds areas
5. evacuation assembly points
6. property
7. education services
8. gym and other recreational activities
9. general information about prison work/job requirements
10. health services
11. kitchen
12. laundry and hygiene/cleaning
13. visits, special visits and funeral requests
14. at risk management services
15. legal aid/services
16. blood borne virus harm minimisation

### The handbook may also include but is not limited to:

1. facility specific code of conduct or prisoner memorandum of understanding (MOU). The code of conduct or prisoner MOU shall include a statement which highlights that violence and aggression toward staff by prisoners will not be tolerated.
2. programs and additional services
3. prisoner agreements
4. transitional services
5. information on releasing prisoner information to third parties (e.g. therapeutic services)
6. orientation feedback questionnaire
7. industries

### Superintendents are responsible for ensuring that the prisoner handbook is reviewed annually.

# 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/Documents/opp-framework-prisons.docx).

# Annexures

## Related COPPs

* [COPP 2.1 – Reception](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 7.1 – Prisoner Communications](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)
* [COPP 9.6 – Access to Information](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)
* [COPP 10.1 – Prisoner Behaviour Management](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/prison-copps.aspx)

## Definitions and acronyms

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| Term | Definition / Acronym |
| Aboriginal Visitors Scheme (AVS) | Comprises Aboriginal staff who visit prisons and detention centres around the State, providing support and counselling to Aboriginal people in custody. |
| 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. |
| 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. |
| Orientation | The process whereby prisoners are informed about prison life, including the regime, their responsibilities and prison systems and services. |
| 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*. |
| 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). |
| Total Offender Management Solution (TOMS) | The computer application used by the Department of Justice for the management of prisoners in custody. |
| Translation | An activity comprising the interpretation of the meaning of a text in one language and the production of a new, equivalent text in another language. |

## Related legislation

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

# 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 will undertake checks in accordance with the [Operational Compliance Framework](https://dojwa.sharepoint.com/sites/intranet/department/standards/Documents/monitoring-compliance-framework.docx).

Independent oversight will be undertaken as required

Document version history

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| --- | --- | --- | --- | --- |
| Version no | Primary author(s) | Description of version | Date completed | Effective date |
| 1.0 | Operational Policy | Approved by the Director Operational Policy, Compliance and Contracts | 29 March 2021 | 31 May 2021 |
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| 3.0 | Operational Policy | Approved by the Deputy Commissioner Operational SupportMemo: D24/795356CM: S24/88757 | 26 August 2024 | 26 August 2024 |