

Custodial Operations Policy and Procedures

8.16 Inmate tablets

Policy summary

Offender Digital Services (ODS) have introduced tablets for inmates in CSNSW correctional centres to facilitate inmate rehabilitation through the use of technology. Reducing recidivism and facilitating inmate rehabilitation are high-level outcomes that guide the policy on making content available to inmates on tablets.

Access to inmate tablets allows inmates to participate in rehabilitation & educational programs and employment in their cell.

Management of Public Correctional Centres Service Specifications

Service specification	Rehabilitation and reintegration
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Scope

This section applies to all correctional centres and other facilities administered by or on behalf of Corrective Services NSW (CSNSW) (where contractually mandated for privately managed facilities).

It also applies to all CSNSW employees, and where relevant to other personnel such as Justice Health and Forensic Mental Health Network (JH&FMHN), contractors, subcontractors, and visitors.

Table of contents

1	Daily management of inmate tablets	4
1.1	Policy	4
1.2	Allocation of tablets to inmates	4
1.3	Daily distribution, collection, and inspection	5
1.4	Inmate tablet distribution procedures	5
1.5	Inmate tablet collection procedures	5
1.6	Identifying damaged inmate tablet procedures	6
1.7	Identifying faulty inmate tablet procedures	6
1.8	Inmate tablet accountability procedures	7
2	Functionality of tablets	7
3	Quick links	8
4	Definitions	8
5	Document information	9

1 Daily management of inmate tablets

1.1 Policy

In-cell technology contributes towards reducing reoffending by extending access to programs and services, supporting family contact, promoting personal autonomy and responsibility and better use of cell time.

Tablets are being rolled out across all correctional centres and subject to this policy, all inmates are eligible to access a tablet.

Tablets are not listed as a withdrawable privilege under clause 163 of the Crimes (Administration of Sentences) Regulation 2014. The Commissioner has the power to withdraw a tablet from an inmate, and this function is delegated to the Governor or Officer in Charge (OIC) of a correctional centre. However, the tablet may not be withdrawn as a punishment for a correctional centre offence. A tablet may only be withdrawn after a risk assessment has established that the inmate is likely to deliberately damage the tablet (indicated by previous instances), or the inmate is likely to use the tablet to harm themselves or others.

This policy confirms universal access to tablets for inmates in all correctional centres, and sets out matters relating to the management, distribution and functionality of tablets.

1.2 Allocation of tablets to inmates

Tablets may be allocated to individual inmates or may be assigned to a particular cell and used by the inmate allocated to that cell.

Inmates are financially liable for any damages to tablets deemed to be caused deliberately or by negligence. Tablets that have a cracked or broken screen cannot be repaired and must be replaced. The cost of replacement is \$400.

The Functional Manager (FM) authorised by the Governor or OIC is responsible for ensuring the allocation and daily processes of distribution, collection and charging of all tablets in the centre according to Local Operating Procedures (LOPs).

Each inmate receiving a tablet will also be given the *Inmate tablet: Inmate acknowledgement* explaining the terms and conditions of use, their responsibilities and liabilities. The information must be verbally explained to the inmate, and the inmate must be asked to sign, acknowledging that they understand the information. In particular, the inmate must understand that any intentional damage which renders the tablet inoperable will mean disciplinary proceedings and the inmate will have \$400 deducted from their account to pay for a replacement.

Where possible, this process should be part of the standard induction procedures (refer COPP 1.1 *Reception procedures* at part 9.2 *Correctional centre routine and inmate discipline information*)

1.3 Daily distribution, collection, and inspection

Tablets will be issued to allocated inmates/cells prior to lock-in and collected for recharging at let-go. Local Operating Procedures (LOPs) may allow variations to distribution and collection times.

After collection, unit staff must inspect all tablets for damage. Unit staff submit an incident/witness report and inmate misconduct report for each tablet identified as damaged. The FM authorised by the Governor or OIC is responsible for dealing with any charges resulting from damage e.g. Damage or destroy property under clause 142 of the *Crimes (Administration of Sentences) Regulation 2014*.

All undamaged tablets are placed on charge until re-issue at lock-in.

The Governor must ensure that LOPs are implemented covering the initial allocation, daily issue, collection, and inspection of tablets.

1.4 Inmate tablet distribution procedures

	Procedure	Responsibility
1.	Issue the inmate tablet with inmate meals to the designated inmate/cell before afternoon muster and lock-in. Inmate sweepers may assist with this procedure.	CO
2.	Ensure the inmate tablet being issued matches the inmate/cell allocation as per the <i>Inmate tablet allocations</i> spreadsheet.	CO
3.	If an inmate is absent from the correctional centre for any reason, keep the inmate tablet in the charging trolley, or as per LOP.	CO
4.	If the inmate refuses to take the tablet prior to lock in, place the tablet back into the charging trolley and note the event in the accommodation logbook, and as a case note on OIMS.	CO

1.5 Inmate tablet collection procedures

	Procedure	Responsibility
1.	Collect the inmate tablets on morning head check and complete the <i>Inmate tablet daily inspection checklist</i> . Inmate sweepers may assist with this procedure.	CO
2.	If any damage to the inmate tablet is identified, remove it from circulation and deliver it to the FM (refer to subsection 1.6 Identifying damaged inmate tablet procedures below).	CO
3.	If undamaged, place the inmate tablet into the charging trolley, plug it in to recharge and lock the charging trolley lid closed.	CO

	Procedure	Responsibility
4.	Place the charging trolley into its designated secure room, plug it in, turn the power on so it can recharge the tablets and then secure the room.	CO

1.6 Identifying damaged inmate tablet procedures

	Procedure	Responsibility
1.	Upon identifying a damaged inmate tablet, submit an inmate misconduct report, incident/witness report, attach the <i>Inmate Tablet report sheet</i> to the tablet and deliver the damaged tablet to the FM.	CO
2.	Adjudicate the misconduct and complete any charges for damaged inmate tablet. Refer to COPP section 14.1 Inmate discipline .	FM
3.	If intentional damage to inmate tablet has been established, forward the charge to administration to deduct cost of repair/replacement from inmate trust account (\$400).	FM
4.	Authorise the CO to issue replacement inmate tablet where appropriate, and update records, including the <i>Inmate tablet allocations</i> spreadsheet.	FM

1.7 Identifying faulty inmate tablet procedures

	Procedure	Responsibility
1.	Upon identifying a faulty inmate tablet, submit incident/witness report, attach the <i>Damaged/faulty inmate tablet report sheet</i> and deliver faulty inmate tablet to the FM.	CO
2.	Once a fault has been established, organise for the inmate tablet to be sent for repair (if repairable).	FM
3.	Authorise the CO to issue replacement Inmate Tablet where appropriate, and update records including <i>Inmate tablet allocations</i> spreadsheet.	FM

1.8 Inmate tablet accountability procedures

	Procedure	Responsibility
1.	Keep a record of all inmate tablets issued to the Correctional Centre utilising the dedicated spreadsheet, <i>Inmate tablet allocations</i> , including the serial number.	FM
2.	Track the movements of tablets in the <i>Inmate tablet allocations</i> spreadsheet e.g., if they are sent out for repair or have been replaced.	FM
3.	Save a copy of the <i>Inmate tablet allocations</i> spreadsheet on the Correctional Centre's M Drive.	FM
4.	Audit the <i>Inmate tablet daily inspection checklist</i> for accuracy every week and then upload the latest check list on M drive to be available to all staff for reference.	FM
5.	Ensure the results of the audit are included in the weekly security report.	FM
6.	Ensure every inmate has understood and signed the <i>Inmate tablet – Inmate Acknowledgement</i> before initial allocation (refer COPP 1.1 <i>Reception procedures</i> part 9.2 <i>Correctional centre routine and discipline information</i>), and copies of signed acknowledgements are maintained according to LOPs.	FM
7.	Ensure each inmate allocated a tablet has received a printed copy of the <i>Inmate tablets – Information sheet for inmates</i> .	FM
8.	Ensure tablet allocation records are updated by the correctional centre when an inmate is released or transferred from the centre.	FM

2 Functionality of tablets

The functions available on inmate tablets for use in correctional centres should, in the first instance, be available to all inmates. However, if the Governor determines that a certain function(s) should not be available to an inmate, it may be blocked. For any changes to tablet functionality, the Governor or OIC must liaise with the Reducing Re-Offending Project Management (RRPMO) Office and/or Offender Digital Services (ODS).

For technical or platform enquiries, log a ticket through the [DTS Service Portal](#) or contact Offender Digital Services (ODS):

ods-support@dcj.nsw.gov.au

For business or operational issues, contact Reducing Re-Offending Project Management Officer (RRPMO):

premierspriorityreducingreoffending@dcj.nsw.gov.au

To view a comprehensive list of the current functionality of inmate tablets, and for information on how staff may request new content to be made available on inmate tablets, see the [Offender Tablet Resources SharePoint site](#).

3 Quick links

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

4 Definitions

CO	Correctional Officer
COPP	Custodial Operations Policy and Procedures
Damage	Any damage to an Inmate Tablet that cannot be repaired such as a broken or cracked screen. Inmate tablets that are identified as damaged will need to be replaced at a cost of \$400 per device.
FM	Functional Manager – for the purposes of this policy, the FM authorised by the Governor or OIC to be responsible for the management of Inmate Tablets
Inmate Tablet	Tablets issued by Offender Digital Services (ODS) with specified functionality for distribution to inmates for use in cell (not to be confused with tablets issue by JUST Connect for the purposes of viewing legal briefs).
LOP	Local Operating procedures
ODS	Offender Digital Services
OIC	The officer in charge of the correctional centre
OTS	Offender Telephone System
RRPMO	Reducing Reoffending Project Management Office

5 Document information

Business centre:	Custodial Operations	
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1.0	06/12/21	Initial publication
1.1	06/03/23	Addition of subsection 1.1 <i>Policy</i> . Specification of \$400 as the cost for repair of tablet in subsection 1.6 <i>Identifying damaged inmate tablet procedures</i> Transfer of comprehensive list of functionalities of tablets (section 2) to RRPMO intranet site
1.2	18/08/23	Update in line with CSNSW restructure: deletion of reference to Security and Intelligence (S&I).