

Custodial Operations Policy and Procedures

8.16 Offender tablets

Policy summary

Offender tablets (OTABs) are available for inmates in most correctional centres to facilitate rehabilitation through the use of technology. Reducing recidivism and facilitating rehabilitation are high-level outcomes that guide the policy on making content available to inmates via OTAB.

Access to OTABs enables participation in rehabilitation & educational programs.

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 (JHNSW), contractors, subcontractors, and visitors.

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1 Daily management of OTABs

1.1 Policy

OTABs 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 (or vary conditions of) an OTAB from an inmate under clause 122B (4)(a) – (b), and this function is delegated to the Governor or Officer in Charge (OIC) of a correctional centre. However, the OTAB may not be withdrawn as a punishment for a correctional centre offence. It may only be withdrawn, or the account suspended, after an assessment has established that the inmate is likely to deliberately damage it (indicated by previous instances), there is evidence of misuse, or the inmate is likely to use it to harm themselves or others. An assessment may also indicate an inmate is not suitable for issuing of a tablet in the first instance. A case note is to be entered outlining the reason for removal and timeframe for review (minimum fortnightly or a longer period specified by the Governor based on the inmates behaviour, attitude and likely risk of further damage to correctional centre property).

The Governor must ensure that Local Operating Procedures (LOPs) are implemented covering the initial allocation, daily issue, collection, and inspection of OTABs, charging units (charging trolley and wall station) and accessories. Any person assisting with the duties or management of OTABs, charging units and accessories, must be provided with training as outlined within the LOPs.

The Governor or delegate is responsible for ensuring OTABs, charging units and accessories within the correctional centre are maintained in accordance with the Safety Management System and manufacturer's recommendations.

Upon exit from the centre, the inmate's OTAB must be collected and inspected for damage (see procedures in COPP section 23.2 *Release from Correctional Centres*).

1.2 Allocation of OTABs to inmates

OTABs should be made available to inmates on reception if practicable and appropriate. The OTAB serial number and accessories details must be recorded in the relevant register (Command Portal or *Inmate tablet allocations register*). Centres that have OTABs allocated to cells must record the cell number in the relevant register.

Inmates may be financially liable for any deliberate damages to OTABs and accessories. OTABs that have a cracked or broken screen, or any physical damage, cannot be repaired and must be replaced. As determined through the misconduct process (refer COPP 14.1 *Inmate Discipline*), the maximum liable cost to an inmate for damage of an OTAB is \$500, with the remaining cost absorbed by the correctional centre. The replacement cost of an in-cell charger is \$20.

The Functional Manager (FM) is responsible for the allocation of OTABs. FMs oversee the daily processes of distribution, collection and charging of all OTABs in correctional centres according to LOPs.

Each inmate receiving an OTAB must be given the *OTAB: 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 OTAB, charging unit or accessories inoperable may result in disciplinary proceedings and they may be required to pay compensation from their account to contribute towards a replacement.

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

2 Daily OTABs, charging units and accessories management

2.1 OTABs with in-cell charging

When using in-cell charging, OTABs and accessories will be issued to inmates and stored in cell. All OTABs must be inspected weekly for any damage. This must occur as part of weekly Daily Security Reporting (DSRs) for cells. Correctional Centres must ensure that damaged or faulty OTABs and accessories are recorded on the *Damaged/Faulty Offender Tablet* report sheet. Damaged or faulty OTABs or accessories are to be removed from cell.

2.2 OTABs with charging units

When using charging units, OTABs and accessories may be issued to inmates/cells prior to lock-in and collected at let-go. LOPs may allow variations to distribution and collection times. Upon collection, all OTABs, charging units and accessories must be checked for damage or faults prior to charging. All undamaged OTABs are placed on charge until re-issue at lock-in.

2.3 Damaged/Faulty Offender Tablets

Staff must submit a *Damaged/Faulty Offender Tablet* report sheet to the FM for any damaged or faulty OTABs, charging units or accessories. If staff have knowledge that an inmate deliberately damaged an OTAB, charging units or accessories, an *Inmate misconduct report* must also be submitted.

2.4 OTAB distribution procedures for centres with in-cell charging

	Procedure	Responsibility
1.	Issue the OTAB and accessories upon reception if practicable and appropriate.	Assigned officer
2.	Record OTAB and accessories serial numbers in the relevant register.	FM
3.	Inspect OTABs and accessories weekly and record in the relevant register.	Assigned officer

	Procedure	Responsibility
4.	Report any faulty or damaged OTABs and accessories to the FM.	Assigned Officer
5.	Record faulty or damaged OTABs or accessories and store each copy as a record in the <i>Damaged/Faulty Offender Tablet</i> report sheet.	FM
6.	For centres that allocate OTABs to cells, upon change of bed assignment, OTABs and accessories must be collected and inspected for any damage. For centres that allocate OTABs to inmates, upon exit from the centre, OTABs and accessories must be collected and inspected for damage by reception staff.	Assigned officer
7.	When any damage to the OTABs or accessory is identified, or an item is faulty, remove it from circulation, deliver it to the FM and complete a <i>Damaged/Faulty Offender Tablet</i> report sheet (refer to subsection 2.6 Identifying damaged Offender Tablet procedures below). <i>An Inmate misconduct report</i> must be submitted, if the damage is a result of misuse or abuse.	Assigned officer

2.5 OTAB, charging units and accessories procedure for centres with charging units

	Procedure	Responsibility
1.	Issue the OTAB and accessories upon reception where practicable and appropriate.	Assigned officer
2.	Record OTAB and accessories serial numbers in the relevant register.	Assigned officer
3.	Issue inmates with OTABs daily prior to lock-in, ensuring they are issued according to relevant register.	Assigned officer
4.	Collect the OTABs at morning head check. OTABs, charging units and accessories must be checked daily for damage or faults. All undamaged OTABs are to be placed on charge until re-issue at lock in.	Assigned officer
5.	Undertake a visual inspection of charging units prior to use as outlined in LOPs	Assigned officer
6.	Place the charging unit into its designated secure room, plug it in, turn the power on so it can recharge the OTABs and then secure the room.	Assigned officer

	Procedure	Responsibility
7.	If the inmate refuses to take the OTAB prior to lock in, place it back into the charging unit and note the event in the accommodation logbook, and as a case note on OIMS.	Assigned officer
8.	If an inmate is absent from the correctional centre for any reason, keep the OTAB in the charging unit, or as per LOP.	Assigned officer
9.	If any damage to the OTAB, charging units or accessories is identified, remove from circulation, deliver to the FM and complete a Damaged/Faulty Offender Tablet report sheet (refer to subsection 2.6 Identifying damaged Offender Tablet procedures below). <i>An Inmate misconduct report</i> must be submitted if the damage is a result of misuse or abuse.	Assigned officer
10.	If undamaged, place the OTAB into the charging unit, plug it in to recharge and lock the charging unit.	Assigned officer

2.6 Identifying damaged or faulty OTAB procedures

	Procedure	Responsibility
1.	Upon identifying a damaged or faulty OTAB, complete the <i>Damaged/Faulty Offender Tablet</i> report sheet, and if appropriate, go through the steps outlined in the <i>Troubleshooting Checklist</i> attachment.	Assigned officer
2.	Complete an <i>Inmate misconduct report</i> and attach to the Damaged/Faulty Offender Tablet report sheet, and provide to the FM (if inmate is believed cause of damage).	Assigned officer
3.	If appropriate on assessment, authorise the CO to issue a replacement OTAB, and update records, including the <i>Offender Tablet allocations</i> spreadsheet or relevant register. On assessment it may be determined not appropriate to issue a replacement due to deliberate damage, evidence of misuse or if there is a risk that the inmate will use it to harm themselves or others. A review must be completed at a later date (minimum fortnightly or a longer period specified by the Governor based on the inmate's behaviour, attitude and likely risk of further damage to correctional centre property).	FM or SCO (in case of RIT, see 3.7 Management of inmates at risk of self-harm or suicide)
4.	After completing the <i>Troubleshooting checklist</i> (if appropriate i.e., not physically damaged), organise for the damaged/faulty OTAB to be sent for inspection.	FM

2.7 OTAB and accessories accountability procedures

	Procedure	Responsibility
1.	Keep a record of all OTABs and accessories issued to the correctional centre utilising the relevant register.	FM
2.	Ensure every inmate has understood and signed the <i>Offender Tablet – Inmate Acknowledgement</i> before initial allocation (refer COPP 1.1 <i>Reception Procedures</i> subsection 9.2 <i>Correctional centre routine and discipline information</i>), and copies of signed acknowledgements are maintained according to LOPs.	FM
3.	Provide a copy of the <i>Offender Tablets – Information sheet for inmates</i> to each inmate and advise that it is also available on the OTAB.	FM
4.	Ensure OTAB and accessories allocation records are updated by the correctional centre using the relevant register when an inmate is released or transferred from the centre.	FM

3 eForms

3.1 Policy

eForms on the OTAB have replaced paper-based forms and registers in most instances, including inmate requests, applications and OTS phone money forms e.g., Phone money sheet and Recurring deductions form. Refer **COPP 9.1 Inmate applications and requests**.

4 When live monitoring of calls is mandated

4.1 Policy

EHS, EHRR, NSI, AA and Cat 5 inmates housed at the High Risk Management Correctional Centre (HRMCC) are issued OTABs without the telephone functionality. When these inmates, or any other inmate whose phone calls must be monitored live, are transferred to other centres, the Governors of those centres must implement Local Operating Procedures (LOPs) to ensure that all phone calls are monitored live. This may be achieved by disabling OTS for these inmates whenever they are in cell, so that the OTABs can never be used to make calls.

5 OTAB Support

5.1 Policy

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

6 Quick links

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

7 Definitions

Accessories	Refers to any additional allocated item to support the use of OTAB's, i.e. earphones, in cell chargers, cables
Assigned Officer	<p>Assigned officer refers to either:</p> <ul style="list-style-type: none"> • an individual officer or • an officer who is in a position (substantive or temporary) or a post <p>that the Governor (or Manager of Security in Charge of a Correctional Centre) has assigned to perform a particular duty or task. The Governor (or MOS in charge) may delegate the role of assigning officers to perform duties to a Managers of Security, Functional Managers or Senior Correctional Officers or other officers who have direct reports. Assignment to a duty or task may be provided in Local Operating Procedures (LOPs), Statement of Duties, Local Orders, Post Duties, verbally or may be implied as a logical extension of the officer's post, position, or role.</p>
Charging units	Refers to charging trolleys or wall units used in some Correctional Centres to facilitate charging of multiple OTAB's in a centralised location.
CO	Correctional Officer
COPP	Custodial Operations Policy and Procedures
Damage	Intentional or unintentional breakage to the physical state of the OTAB that impairs normal function
DSR	Daily Security Reporting
eForm	Electronic form which can be accessed on the OTAB
Fault	A technical issue to an OTAB that impairs normal or intended function
FM	Functional Manager – for the purposes of this policy, the FM assigned by the Governor or OIC to be responsible for the management of OTABs.
In cell charging	Where a Correctional Centre has been approved and the Governor authorises the provision of an in cell power source per cell/OTAB for the purpose of charging the OTAB.
Offender Tablet (OTAB)	Offender Tablets (OTAB) issued by Corrective Services NSW with specified functionality for distribution to inmates for use in cell (not to be confused with tablets issued 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
SD	Strategic Delivery

8 Document information

Business centre:	Statewide Operations	
Approver:	Dr Anne Marie Martin (Deputy Commissioner Security and Custody)	
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EDRMS container:	21/18760	
Version	Date	Reason for amendment
1.0	06/12/21	Initial publication
1.1	06/03/23	<p>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</p>
1.2	18/08/23	Update in line with CSNSW restructure: deletion of reference to Security and Intelligence (S&I).
1.3	09/08/23	<ul style="list-style-type: none"> • General review of policy and procedures. • Change of name from <i>Inmate tablets</i> to <i>Offender tablets (OTABs)</i>. • Introduction of new procedures for in-cell charging. • Clarification on when Commissioner's delegate can withdraw OTAB. • Compensation for damaged tablet adjusted to reflect new cost of replacing tablet. <p>Refer to Deputy Commissioner Memorandum 2024/31.</p>