Operational Instruction 11
Prisoner Purchases and Canteen Management

Legislation referred to:  Prisons Regulations 1982  r 47

1. Context
Prisons provide a canteen to enable prisoners to purchase personal items that are not supplied as basic prison issue. Canteens are not exempt from Commonwealth and State taxes and all purchases include these costs, as is the case with similar community facilities.

2. Prisoner Purchases
   a) Through Local Orders, the designated Superintendent shall determine the days, times and frequency of prisoner access to the canteen.
   b) A list of personal items obtainable from the canteen and a regularly updated price list are to be made available to all prisoners.
   c) Prisoners should be informed what items they can obtain from external (town) spends and any limitations that may apply.
   d) Normal access, procedures and times will be clearly detailed in written local orders as well as after hours access for late receivals, as necessary.
   e) The Unit Manager is to ensure eligible prisoners receive access to the canteen, including after hours if necessary.
   f) Procedures for special purchases and requests are to be developed locally and made available to prisoners.
   g) The reception or orientation officer will ensure information regarding the scope and availability of canteen services is made available to all prisoners upon reception.

3. Management of Prisoner Funds
   a) Prisoners must authorise payment for goods from either their gratuities or PPCA.
   b) Prisoners must immediately check items received for faults, damage etc prior to authorising payment.
   c) Procedures must be in place for managing complaints from prisoners on unsatisfactory, faulty or damaged items.
   d) Prisoner accounts must be amended as soon as possible following prisoner authorisation of payment.
   e) Controls must be in place to prevent overspending of accounts by prisoners.
4. **Canteen Meetings**
A minuted quarterly meeting between the Assistant Superintendent Operations Support (or equivalent) and the Canteen Officer should be held to discuss the prison canteen operations, complaints, accident prevention and suggested improvements to the delivery of service.

5. **Complaints**
   a) A documented record of complaints on canteen operations shall be maintained by the Assistant Superintendent Operational Support (or equivalent).
   b) Where complaints are sustained, the documented corrective action taken shall be retained.

6. **Financial Management**
   a) Canteen financial management is to be in compliance with Department's Accounting Instructions numbers 3 and 4 - Canteen Operations. The financial records required by these Accounting Instructions are to be maintained by the canteen officer.
   b) Monthly trading and profit and loss statements are to be prepared by the canteen officer and submitted to the superintendent for action or comment as deemed necessary.
   c) Disposal and/or donation of any canteen stock must be accurately documented and authorised by the superintendent.
   d) All documentation is to be retained in support of the trading account.

7. **Quality Assurance**
Canteen financial operations are to be reviewed and reported on to the superintendent in accordance with section 20 of the Financial Quality Assurance program manual.