1. **Purpose**
These procedures support and operationalise Policy Directive 18. They aim to provide clear directions and standards to assist staff with the provision of an orientation process for prisoners.

2. **Scope**
These procedures apply to both public and private prisons.

3. **Definitions**

   **Designated Superintendent**
   The Superintendent as defined in s 36 of the *Prisons Act 1981* and includes any reference to the position responsible for the management of a private prison under Part IIIA of the *Prisons Act 1981*. Does not extend to the Officer in Charge of a prison.

   **Orientation**
   The process whereby prisoners are informed about prison life, including the regime, their responsibilities and prison systems and services.

   **Prisoner handbook**
   A prison specific handbook created utilising the approved templates.
Professional Interpreting Service A service which provides interpreters that adhere to the AUSIT Code of Ethics. Under this code, interpreters must respect the clients rights to privacy and confidentiality. Interpreters are accredited or recognised by the National Accreditation Authority for Translators and Interpreters (NAATI).

Superintendent The Designated Superintendent or Officer in Charge (OIC) of a public prison and the Director or OIC of a private prison.

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.

Procedures

4. Orientation program

The designated Superintendent shall have an orientation program which meets all of the requirements of the Orientation Program Checklist (Appendix 2).

Where required, Superintendents shall ensure that relevant business areas are engaged to provide information for inclusion in the orientation program to assist with the prisoner’s transition.

The orientation program shall have 3 stages:

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<th>Stage</th>
<th>Timeframe for completion</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>1</td>
<td>day of arrival</td>
<td>Provide basic information and items to assist with the adjustment to prison routine.</td>
</tr>
<tr>
<td>2</td>
<td>within 3 working days</td>
<td>Provide a detailed orientation program. Supply a copy of the Prisoner Handbook. View DVD and complete form as per section 6.1 (where prisoner is Indonesian).</td>
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</tbody>
</table>
| 3     | within 1 month of arrival| Explain sentence management systems, including:  
  - assessment  
  - personal development courses  
  - addressing offending behaviour  
  - any compulsory course requirements (ie OH&S). |

5. Communication

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

- 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.
- has sight or hearing difficulties, Health Services shall be alerted and appropriate assistance arranged.
5.2 While staff and other prisoners may provide language assistance (ie those who are multi-lingual or can communicate in sign language), an officer or Peer Support Prisoner trained in the orientation process should oversee delivery of the program ensuring that all aspects of the program are included.

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

6. **Non-Australian prisoners**

Where a prisoner identifies him/herself as other than an Australian citizen, staff shall comply with the requirements of [Policy Directive 38 (Notification to Consulate by Non-Australian Prisoner)](#).

6.1 **Indonesian Nationals**

In line with a request made by the Department of Foreign Affairs and Trade, the following is to apply with respect to the orientation process for Indonesian nationals:

6.1.1 Any new Indonesian national to the system is to be shown the DVD provided by the Indonesian Embassy and supplied with a copy of the Notification of Consular Assistance form ([Appendix 3 – English](#) / [Appendix 4 - Bahasa](#)) for completion. This is to occur within 3 working days of reception. Where required, translation/interpreter services are to be provided.

6.1.2 The completed forms, together with contact details for the prison, are to be sent direct to:

   The Office of the Consulate-General WA  
   134 Adelaide Terrace  
   EAST PERTH WA 6004

6.1.3 A photocopy of the completed forms, together with contact details for the prison, are to be forwarded to:

   Executive Manager – Adult Custodial  
   Department of Corrective Services  
   Locked Bag 22  
   Cloisters Square  
   PERTH WA 6000

6.1.4 Designated Superintendents shall ensure that their respective facility maintains a record system that will provide confirmation that the prisoner viewed the DVD and was provided with and completed the Notification of Consular Assistance form.
7. Approved

Commissioner:
Signature: 
Date: 27 February 2013

8. Policy sponsor

Assistant Commissioner Custodial Operations

9. Contact person

The following person may be approached on a routine basis in relation to this policy:

Principal Operational Policy Officer
Telephone: 9264 1958

10. Version history

<table>
<thead>
<tr>
<th>Version</th>
<th>Approved</th>
<th>Effective from</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>First published (previously part of PD, now updated and published separately as appendix)</td>
<td>27 February 2013</td>
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