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Innovative Technology Solutions to Enhance Operational and Rehabilitation Capabilities

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Aug 2016

editor's note

This edition features our newest member, Papua New Guinea, the 24th country member in our APCCA community. The APCCA community is strong because of a culture of sharing. In this issue, we explore the way correctional agencies have changed their operations by leveraging on innovative technology solutions to improve operational effectiveness and rehabilitation capabilities.

Hong Kong will be implementing a new integrated information technology system which consolidates all custodial and rehabilitation records in one single platform, providing a holistic view to better facilitate operational planning and provision of rehabilitation. Singapore plans to introduce a suite of electronic tablet applications to allow inmates to carry out a wide spectrum of self-help and rehabilitation programme electronically. Malaysia and Sri Lanka introduced the use of full body scanners to combat smuggling into prisons. Macao conducted a multi-agencies contingency exercise, with its Police and Fire departments, to test and strengthen its emergency response mechanisms. New South Wales leveraged on tele-conference capability to enhance its operations; facilitating Court matters and job interviews. Canada introduced a new Electronic Monitoring Device coupled with both GPS and RF technology that offers its Parole Officers a more reliable way of monitoring their offenders. There is so much to learn from each other!

I will like to take this opportunity to bid farewell. I will be relinquishing my duties as Commissioner of Prisons and handing over to Mr Desmond Chin, current Deputy Commissioner, on 1st October 2016. Having attended the APCCA meetings since 2011, I find it a very rewarding experience each time I meet members from different backgrounds and cultures, coming together to share and learn from each other. I thank all members and the Rapporteurs for the strong support and friendship.

I thank the members who have contributed to this edition. Please give Desmond your support in the future editions of the newsletter.

Enjoy reading!

Soh Wai Wah
Singapore Prison Service

X-ray Body Scanner for Enhancement of Operational Capability

Contributed by Hong Kong Correctional Services Department (HKCSD)

The mission of the Hong Kong Correctional Services Department (CSD) is to protect the public and reduce crime by providing a secure, safe, humane, decent and healthy environment for persons in custody (PICs) and opportunities for rehabilitation of offenders. CSD has adopted a policy of zero tolerance towards dangerous drugs and has all along committed to maintaining a drug-free environment to facilitate the rehabilitation of PICs. As an initiative for enhancement of operational efficiency, the use of X-ray body scanners was introduced for searching of newly admitted PICs. The equipment uses low radiation level X-ray technology with notionally low health risk to produce instantaneous body images revealing metal, plastic and organic contrabands concealed inside the bodies of PICs. Eventually, the traditional manual rectal / vaginal search could be replaced with the use of X-ray body scanner.

Exploration of Low-radiation X-ray Body Scanning Technology

X-ray technology has been widely used for medical radiography imaging and airport security. Taking the advantage of the penetrating ability of X-ray, CSD has, as early as 2008, began its exploration of low-radiation X-ray body scanning technology for revealing contrabands concealed inside the bodies of PICs.

The first X-ray Body Scanner installed in Lai Chi Kok Reception Centre in 2012

X-ray body scanning images revealing a ring (left) and pallets of suspected dangerous drugs (right) concealed inside the bodies of PICs

Although the use of technology may offer many opportunities for improving the safety, effectiveness and efficiency in the delivery of correctional services, a thorough consideration on the implementation plan and other associated factors is essential for maximizing the potential benefits. The study involved careful deliberations in multiple dimensions and factors, including the legality issues, health and safety issues relating to the use of X-ray Body Scanner for searching PICs as well as the occupational safety for staff members operating the scanner. As the financial costs of acquiring and maintaining immature technologies may well outweigh their operational benefits, CSD scrutinized the performance of different products and drew references from other counterparts to consider the suitability of the technology. In 2012, the first X-ray body scanner, which had fulfilled both the operational and technological requirements, was finally introduced into Lai Chi Kok Reception Centre, a maximum security correctional institution for reception of newly admitted male PICs for testing its functionality and effectiveness.

Use of X-ray Body Scanner as Part of Drug Defence Mechanism

The X-ray body scanner utilizes an extremely thin X-ray beam and sensitivity detector for revealing contrabands on or inside human bodies. Besides detecting metal objects, the body scanner can also reveal other non-metallic or organic substance, such as dangerous drugs.

X-ray body scanning images revealing a ring (left) and pallets of suspected dangerous drugs (right) concealed inside the bodies of PICs

The use of X-ray body scanner can effectively reveal contrabands concealed inside the bodies of PICs. It is also supplemented by a spectrum of purposefully pursued sanitization procedures with the support of intelligence for screening of PICs. Where a PIC was suspected to have concealed dangerous drugs inside his body, he would be singly located for close observation. Through strategic deployment of searching and examination of his excrement, any contraband or suspected dangerous drugs would be seized for further investigation and the case will be referred to the concerned law enforcement agency for possible legal proceedings.

The use of X-ray body scanner, together with other security measures, such as thorough manual searching upon admission, urine test (immunoassay), use of sniffing dogs, use of Narcotics and Explosives Detection and Identification System (NEDIS) and other sanitization procedures, etc. forms a comprehensive drug defence system to combat any possible smuggling of dangerous drugs into correctional institutions.

Effectiveness of X-ray Body Scanner as Part of Drug Defence Mechanism

Since the introduction of the X-ray body scanners in December 2012, there has been a decreasing trend in the number of seizures of suspected dangerous drugs from PICs. The number of PICs found concealing suspected dangerous drugs in their bodies substantially dropped from 64 persons in 2012 to 16 persons in 2015, representing a 75 % decrease. It is believed that the downward trend can largely be attributed to the implementation of the X-ray body scanner as well as the deterrent effect it imposed in conjunction with other drug defence strategies adopted by CSD. As the X-ray body scanner has been proven to be effective in unveiling suspected dangerous drugs inside human bodies,

Table 1: No. of PICs received X-ray body scanning and seizures of suspected dangerous drugs concealed inside their bodies from 2012 - 2015

Period	No. of PICs Received X-ray Scanning	Seizures of Suspected dangerous drugs Concealed inside Body	
		No. of PICs	No. of Seizures
2012	N/A	64	117
2013	20,175*	33	69
2014	20,279#	32	60
2015	25,960	16	23

* Including the period from the date of implementation of first X-ray body scanner on 17.12.2012 to 31.12.2013
# Three additional X-ray body scanners were implemented in other receptions centres in Sept and Oct 2014.

PICs are likely to refrain from smuggling dangerous drugs into correctional institutions by means of concealment inside body.

Conclusion

The effective use of X-ray body scanner depends on the reliability of the scanner itself as well as the image analysing ability of frontline staff. Over time, with the accumulation of operational experience of using such technology as well as enrichment in knowhow via training & seminars provided to frontline staff, X-ray body scanners were proven to be reliable tools for screening of PICs and detection of bodily concealment of suspected dangerous drugs / contrabands. More significantly, the decreasing trend in the number of cases with seizures of suspected dangerous drugs from PICs in recent years demonstrated the effectiveness in using X-ray body scanners as a deterrent means in the fight against smuggling of dangerous drugs by PICs.

Currently, all the six reception centres in Hong Kong have been equipped with X-ray body scanners for replacing manual rectal search conducted to PICs. The application of X-ray body scanners is a showcase example on how technology be used for enhancement of operational efficiency and service quality.

Information Technology Adopted to Enhance Operation

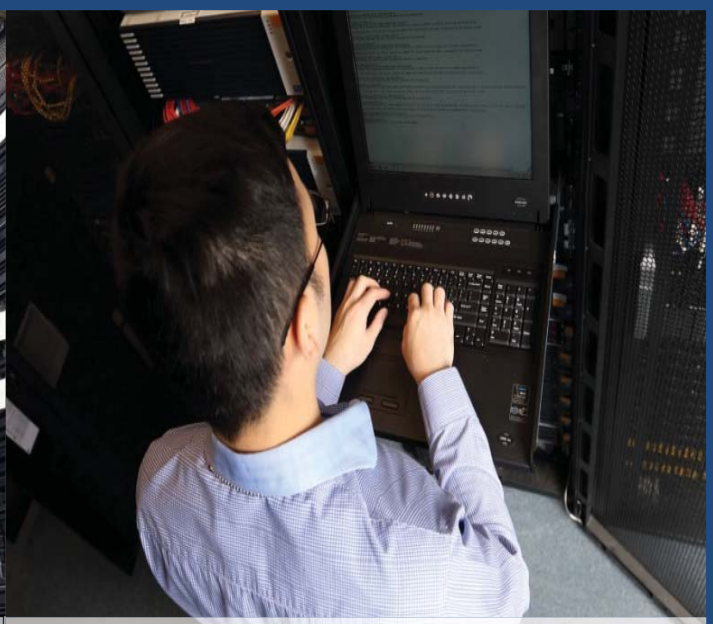
The Hong Kong Correctional Services Department (CSD) is dedicated to providing safe custody and appropriate rehabilitation programmes for the well-being of society at large.

In May 2016, the Department has successfully secured government funding to implement an Integrated Custodial and Rehabilitation Management System (iCRMS) to replace its existing eight core information technology systems which will approach the end of their serviceable life span from 2018 to 2022.

The new system, planned to be implemented by phases in the coming seven years, will consolidate all custodial and rehabilitation records of persons in custody (PICs) in one single platform to provide a holistic view of their information to facilitate operational planning, as well as, provision of rehabilitation services. With the iCRMS in place, the Department will be better equipped to assess the risks and needs of the PICs with a view to developing thorough

The mission of the Hong Kong Correctional Services Department (CSD) is to protect the public and reduce crime by providing a secure, safe, humane, decent and healthy environment for persons in custody (PICs) and opportunities for rehabilitation of offenders.

Routine system monitoring inside Correctional Services Department (CSD) Data Centre



Daily health check on computer servers inside CSD Data Centre.

security measures. For example, the holistic information of PICs will facilitate drawing up tailor-made vocational training, education and rehabilitation programmes for PICs' re-integration into the society. Moreover, information such as individual PICs' personal behaviour, violent history and escape tendency in the past will facilitate pro-active assessment of any vulnerable spots both within and outside the institutions, so that preventive actions can be taken to defuse the situations before any untoward incident occurs.

The iCRMS can support new functions, such as muster count and tracking of movements of PICs in different areas of correctional institutions; management of PICs' schedules, including escort management, allocation of work and vocational training; electronic visit booking service and electronic recording of hand-in articles provided by visitors; keys and equipment management; and management of urine tests for supervisees. The new functions will enhance the overall efficiency, security surveillance capability of penal management and streamline operational processes. Meanwhile, the electronic movement records will enable control rooms in correctional institutions to have holistic knowledge of the movements of the PICs, and facilitate planning for mass movements of PICs.

In parallel, the IT infrastructure, including the existing data centres of CSD will also be enhanced to improve the overall performance, resilience and stability for hosting both new and existing IT systems. Virtualization technology will be adopted to overcome the existing capacity constraints of the data centre of CSD by building a more scalable and flexible platform, providing room for future service and capacity expansion.

In the coming years, CSD will continue to explore opportunity to adopt the latest technology to strive for excellence in correctional services.

Full-Body Scanners In Malaysia Prisons

Contributed by Malaysia Prisons Department

The existence of contraband in prisons can pose a serious threat to prison security. Combating contraband in prisons is an age-old challenge which is faced by prison officers all over the world. Various means and technology is used to combat contraband to be smuggled in prisons.

Full-body scanners have been used in airports for years. Many correctional departments are now beginning to use this technology in the prevention of contraband due to its effectiveness. One important factor of using full-body scanners is that it is a non-intrusive approach which can screen inmates for any hidden items or contraband. It can detect objects concealed internally in or externally on the body. Malaysian Prisons have also embarked on using this technology to combat contraband being smuggled in prisons.

Implementation Process

Prior to the purchasing of these scanners, Malaysian Prisons Department sought safety views and advice on the usage of these scanners from the Ministry of Science, Technology and Innovation. Upon getting a 'go-ahead' advice, body scanners were implemented in prisons in 2015.

Selected Prison Officers were sent for training for the proper and safe handling of these scanners. A total of 10 full-body scanners were placed in strategic locations in institutions

Sg Udang Prison, Malacca

Bentong Prison, Pahang

Newly Fixed Body Scanner

which have a high number of inmates and where contraband has been frequently reported. Standard Operating Procedures were drafted for the usage of these scanners. The body scanners were placed in prisons as below:

1. Simpang Renggan Prison, Johore
2. Kluang Prison, Johore
3. Bentong Prison, Pahang
4. Tapah Prison, Perak
5. Pengkalan Chepa Prison, Kelantan
6. Sungai Buloh Prison, Selangor
7. Kajang Prison, Selangor
8. Sungai Udang Prison, Malacca
9. Pokok Sena Prison, Kedah
10. Penang Prison, Penang

Reduction In Contraband

Since the installation of these scanners in mid 2015, it has been observed that inmates are aware of these scanners which are placed in prisons and attempts by them to smuggle contraband into prisons have been reduced.

Combating contraband in prisons is an age-old challenge which is faced by prison officers all over the world.

Amongst the contraband are drugs, tobacco, cash and mobile phones. Since the implementation from August 2015 of body scanner at the main entrance of the prison had proven that smuggling contrabands into has reduced although the statistics of usage has increased. The entries of contrabands were detected at the entry point of each prisons and it has help to lessen the smuggling inside of a prison. From the implementation period of the body scanner since 1st August 2015 till

Standing Procedure Front View

Seated Procedure Front View

31st December 2015, the loot has increased to 19 drug involving cases, 80 tobacco cases, 17 cash smuggling and 14 mobile phone smuggling attempt was caught before the inmates enters the prisons.

It is proven that contrabands can be prevented from entering the prison much earlier in a safer method, rather than using the traditional way of searching for contrabands.

Staff Training

The full body scanners was operated and handled by the unit of prison officers who has attended the handling course of the equipment. Other than that, they also have to passed the exams and fulfill several requirements in order to be placed in this unit.

Staff and inmates are aware of the placement of these body scanners. This alone has deterred inmates from attempting to smuggle contraband. However many new inmates upon entry into prison were caught red-handed attempting to smuggle contraband. Investing in these body scanners has proven to be effective in reducing contraband in a much safer and cleaner way.

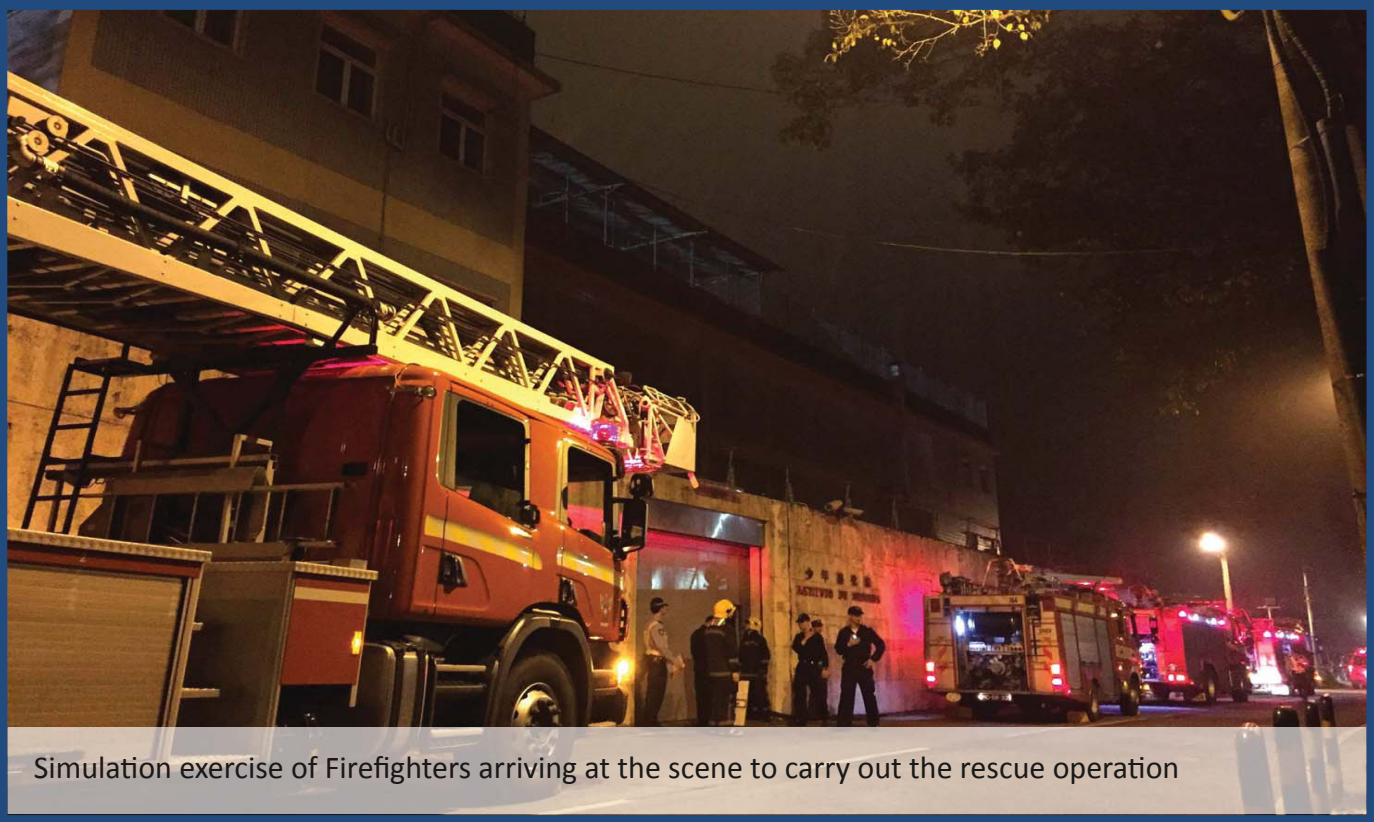
It is proven that the usage of full body scanner has helped the prison authority to deter and control the smuggling of contraband articles into the prison.

Fire Drill to Test Response Mechanisms for Emergency Incidents

Contributed by Correctional Services Bureau, Macao

In order to test the emergency response measures, communication and cooperation mechanisms in times of emergency, the Correctional Services Bureau in Macao held a fire drill featuring a simulated fire at the Youth Correctional Institution on the night of 15 April this year. The drill was carried out with the Public Security Police Force, the Fire Services Bureau and the Government Information Bureau.

The drill began at approximately 9:00 pm on that day. In a mock scenario, a fire was caused by a short circuit at a corridor of the Boys Home of Youth Correctional Institution, triggering the alarm. Once discovering about the fire, the on-duty personnel at the Institution, following the emergency response mechanism, immediately reported to the police and notified the Prison to send manpower support to the scene and, at the same time, guided the juveniles out of the Boys Home. However, the fire spread, blocking the exit leading to the outdoor yard. Furthermore, during the process, two detained juveniles and an Institution staff member simulated to be injured, with two other detained juveniles in a mock emotional and confused state; also, some participants were arranged to play the roles of the family members of the juveniles and inmates, who arrived at the respective entrances of the Institution and the Prison to enquire about the circumstances.



Simulation exercise of Firefighters arriving at the scene to carry out the rescue operation

As the drill proceeded, after the on-duty staff at the Institution reported to the police and requested assistance from the Prison, the Fire Services Bureau dispatched four firefighting vehicles and two ambulances for the rescue mission at the Institution, while there were also public security police at the scene helping to direct road traffic. The Correctional Services Bureau immediately activated the emergency response procedure, with its subsidiary units and subordinate entities providing support according to their respective responsibilities – prison guards helped with the triage of the people at the scene and watched over the rescued juveniles; social workers of the Prison and the Institution contributed by catering to the needs of several family members of some detained juveniles and prison inmates and offering counseling support to the juveniles; there were also public relations staff gathering and releasing latest information in a timely manner as well as personnel of logistical support subunits swiftly supplying materials needed on site.

The fire drill had a total of 133 participants (including the observers) from the Correctional Services Bureau, the Fire Services Bureau, the Public Security Police Force and the Government Information Bureau, and lasted for about 45 minutes. All participating entities arranged observers on site to observe and take notes throughout the process to review the inter-departmental information notification mechanisms and the circumstances of this coordinated operation. Immediately after the drill, a review meeting was also held to look into the problems encountered during the process as well as to provide improvement suggestions.

The drill has served as an opportunity for the Correctional Services Bureau to test its subsidiary units and subordinate entities' emergency response mechanisms as well as its staff members' handling of emergency situations, including emergency operation command, evacuation and triage, security support, material supply replenishment, social work counseling services, information release and post-incident restoration, so as to further improve the relevant mechanisms and guidelines, as well as to strengthen the trainings to be provided to the personnel in the future.

Simulation exercise of a detained juvenile rushed to the hospital in an ambulance at the drill

Digitalisation of Inmate Rehabilitation & Corrections Tool (DIRECT)

Contributed by Singapore Prison Service

Singapore Prison Service (SPS) will be implementing Digitalisation of Inmate Rehabilitation & Corrections Tool (DIRECT) as part of its transformational plan to enhance the operational and rehabilitation capabilities through the use of innovative technologies.

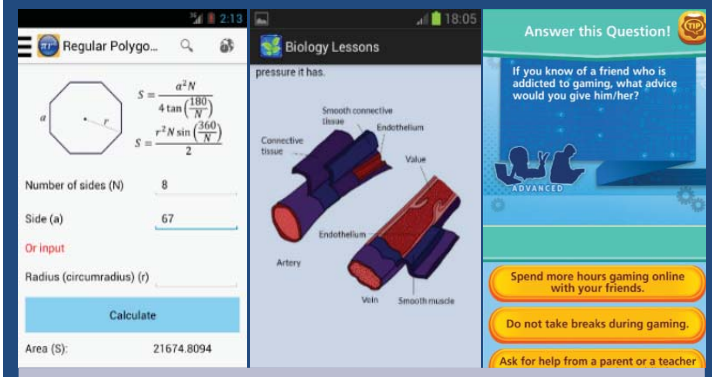
The DIRECT initiative

DIRECT is a suite of applications installed into shared electronic tablets allows inmates to carry out a wide spectrum of self-service and rehabilitation programmes electronically. Inmates will have access to e-Letters, e-Books, e-News, e-Learning, e-Evaluation and much more.

Inmate using DIRECT tablet in the cell

<u>Empowering inmates to take ownership of their own rehabilitation journey and providing needs-based learning</u>

The e-Learning application provides interactive rehabilitation and educational programmes which allow inmates to gain valuable knowledge and skills through self-directed learning without the need to leave their cells. Based on needs analysis, targeted rehabilitation programmes can also be provided individually through the



Educational Apps for inmate students downloaded royalty-free

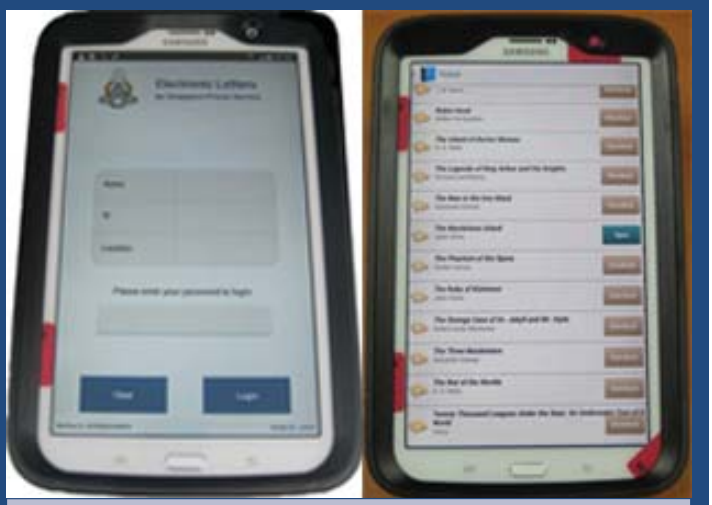
DIRECT tablets instead of taking a broad stroke approach to cover generic group needs. The e-Evaluation application will also complement the learning process by allowing inmates to provide feedback and evaluation on the effectiveness of the rehabilitation and educational programmes provided. Therefore DIRECT allows SPS to broaden the outreach and effectiveness of its rehabilitation efforts without the parallel need to increase

programming space, manpower and resources. In addition, providing easy access to self-directed rehabilitation and educational programmes will encourage inmates to be responsible for their own rehabilitation.

Enhancing operational efficiency

Currently, a variety of processes such as handling and distribution of letters, newspapers and reading materials are being done manually which is often resource taxing. With e-Letters, e-News and e-Books, these hardcopies would be converted into digital formats and easily stored in the system, thus saving significant hardcopy management efforts and storage space. This is especially advantageous for newspapers and books where multiple copies would no longer be needed.

For classroom trainings and counselling sessions, relevant materials could also be downloaded into the tablets where both facilitators and inmates could make notes, save and retrieve them in the subsequent sessions. This will prevent unnecessary effort needed to print, prepare and distribute hardcopy notes or materials for the classroom trainings and counselling sessions. Without the need for physical hardcopies, the risk of possible contraband secreting through the distribution of such items are also greatly mitigated.



e-Letters log-in page (left); e-Books App with different titles available for download (right)

Management tool to inculcate good behaviour

DIRECT tablets can also host applications like e-games and e-movies which are provided only to inmates based on their continual good behaviour or as a reward for completing certain rehabilitative milestones such as completion of courses or doing well for educational tests. Such applications can also be temporarily withdrawn from inmates committing disciplinary offences and resumed once they display good behaviour. Therefore DIRECT tablets also serve as an inmate management tool to motivate and incentivise good behaviour.

Analytics and data management

By digitising inmate activities during their incarceration, SPS would be able to use analytic tools to obtain valuable information that could significantly enhance rehabilitation efforts and outcomes. For example, results and feedback from inmates on e-Learning and other applications could be analysed to identify their specific rehabilitation and criminogenic needs. Programme design could in turn be improved to address these needs more effectively.

Moving forward

DIRECT is now undergoing a pilot program at two institutions. For the pilot program, e-Letters, e-Greetings, e-News, e-Books, selected educational applications and games were implemented to allow the testing and evaluation of the proposed features in preparation for the full implementation in 2018.

An Overview of Papua New Guinea Correctional Service

Contributed by Papua New Guinea Correctional Service

The Papua New Guinea Correctional Service (PNG CS) Headquarter is located in Port Moresby, the capital city of Papua New Guinea. It is housed at the Ex Kramer Building which can be found along the Hohola Drive (adjacent to Holiday Inn and opposite the Ela Motors (Toyota).

Papua New Guinea Correctional Service is headed by a Commissioner, assisted by two Deputy Commissioners (Operations & Corporate Affairs). The Deputy Commissioner Operations is assisted by four Assistant Commissioners responsible for regions in the country (Southern, Highlands, Northern and Islands). The Deputy Commissioner Corporate Affairs is assisted by Assistant Commissioner Personnel Finance and Administration and Assistant Commissioner Policy, Planning and Evaluation. Everyone is on contract to the government for a period of 3 – 5 years.

The PNG CS has staff strength of 1400 members. About a third are females. Members of the service are recruited from all parts of the country and undergo a 3 – 6 months basic recruit training at the CS Training College (located at Bomana outside Port Moresby city) before they are posted out to correctional institutions. After completing their one year probation, they become fully fledged members of the Service. PNG CS is considered as one of the Disciplinary Forces and members are promoted through the ranks starting from Correctional Officer (Private), to Lance Corporal, to Corporal, then Sergeant and Sergeant Major. These form the Non Commissioned ranks. Officers' ranks start from Inspector to Senior Inspector, then Chief Inspector, Superintendent and Chief Superintendent. Superintendents and Chief Superintendents are the only ones eligible to apply for Assistant and Deputy Commissioner, as well as Commissioner Position.

PNG CS looks after 4000 detainees (out of the population of about 7.8 million) convicted by a competent court of law and sentenced to serve time in correctional institutions throughout the country. The ratio of detainee population to serving CS members is 35 – 1, which is way above the required ratio of 3 detainees to one member. This is the national figure and does not necessarily equate to each institution. The government recognizes this and has allowed for CS to recruit more personnel in line with its Vision 20 – 50 Policy.

Correctional Institutions and Rural Lock-ups

There are twenty (20) officially gazetted Correctional Institutions in Papua New Guinea. Of these, seventeen are operating whilst three (3) are closed. The institutions, that are in operation are, Bomana (NCD), Buimo (Lae), Baisu (Mt Hagen), Kerevat (Rabual), Kavieng (Kavieng), Manus (Lorengau), Lakiemata (Kimbe), Daru (Daru),

Giligili (Alotau), Biru (Popondetta), Beon (Madang), Boram (Wewak), Vanimo (Vanimo), Bundaira (Kainantu), Bihute (Goroka), Barawagi (Kundiawa), Bekut (Bougainville) and Bui-Iebi in Mendi. The closed Institution are, Mukurumanda (Wabag), Hawa (Tari) and Daru (Western Province).

There is no Correctional Institutions in Gulf Province but plans are underway to construct one in the near future. At the same time plans are underway to build a new institution for Jiwaka Province (newly created province in 2014).

Rural Lock-ups

The Correctional Service (CS) is also jointly responsible with the Department of Provincial and Local Level Government for the operations of ten (10) Rural Lockups throughout Papua New Guinea.

These Rural Lockups (RLU) are; Misima (Milne Bay Province), Gumine (Simbu Province), Menyamia, and Finshafen (Morobe Province), Angoram, Ambunti, Maprik (East Sepik Province), Hutzena (North Solomon Province), Bogia (Madang Province), and Baiyer (Western Highlands Province). PNG has over 189 Districts and it is the government's vision to build one Rural Lock Up in each district. The purpose of RLU is to keep offenders committed by the Courts of minor offences – especially first time offenders, serving terms less than one year; in the districts away from hardcore criminals in institutions in regional towns and cities. So they are not influenced by the hardcore criminals to become like them. Most detainees there are sentenced to do community work. Rural Lock Ups (RLU) is a name synonymous with the Colonial past and PNG CS is in the process of renaming it to Community Corrective Centers (CCC) in line with modern prison practices.

Locations of Correctional Institutions PNG

General Information about the Papua New Guinea Correctional Service.

The Constitution of Papua New Guinea.
The Constitution (Division 3 - Basic Rights) in Section 37, Protection of the Law, states in the following clauses:

The map of Papua New Guinea (PNG) showing the provinces in the country in red, and correctional institutions (prisons) in blue

Clause 17 "All persons deprived of their liberty shall be treated with humanity and with respect for the inherent dignity of the human person."

Clause 18 "Accused persons shall be segregated from convicted persons and shall be subject to separate treatment appropriate to their status as unconvicted persons."

Clause 19 "Persons under voting age who are in custody in connection with an offence or alleged offence shall be separated from other persons in custody and be accorded treatment appropriate to their age."

Clause 20 "An offender shall not be transferred to an area away from that in which his relatives reside except for reasons of security or other good cause and, if such a transfer is made, the reason for so doing shall be endorsed on the file of the offender."

Departmental status and legislation

CS gained national departmental status on 28 February 1985. Since 1957, when the Corrective Institutions Service (CIS) was established under the CIS Act, Chapter 63, it had always been a unit of a Government department – Native Affairs and Justice.

CS is established as a state service under Section 188(2) of the National Constitution and as a discipline force, beside the Papua New Guinea Defence Force and the Royal Papua New Guinea Constabulary, under Section 207 of the Constitution.

In 1995, CIS formally became the Correctional Services of Papua New Guinea through Parliament's enactment of the new Correctional Service Act No. 6, 1995, with its functions outlined in Section 7(1) as being:

a) Taking custody and control of all persons committed to Correctional Institutions upon warrant or order of a court or the custody of the service by any other competent authority under any law in force in the country.

b) Providing secure, efficient and humane facilities for the purpose of paragraph (a) above and to manage and maintain them in accordance with the Act.

c) Developing and providing meaningful educational, training and rehabilitation programs for the benefit of detainees, and

d) Providing a commitment to the ongoing pursuit of excellence in Correctional management.

CS manages offenders within the United Nations Covenants, the Papua New Guinea Constitution, and in accordance with Papua New Guinea legislation, including:

- The Correctional Service Act and Regulations 1995;
- The Juvenile Court Act 1991; and,
- The Parole Act 1991.

CS is the provider of custodial correctional services for both sentenced and remands detainees.

CS National Policy acknowledges the framework of Government of PNG sectoral policies, and legislation that may impact upon to the operation of CS, at Headquarters and at Institutional level.

The Provincial and Local Level Governments are partners with CS, at the provincial and local level.

Rehabilitation Programs

Rehabilitation and restorative justice

In 2002, CS developed a Rehabilitation Policy, through consultation with external and internal stakeholders. CS convened a major workshop where the draft policy was discussed in detail, and this provided other government agencies and NGOs to comment on the draft.

CS has participated in a number of conferences during 2002 on law and justice matters, including one on alternatives to imprisonment.

CS is responsible for the custody of those persons referred by the courts, both sentenced and remandees. The sentenced detainees are sent to Correctional Institutions as the punishment and not to be punished further when they are there, as most people would seem to believe.

It should be noted that CS has responsibility for the rehabilitation of sentenced offenders from admission to release. Some community members assume that CS has responsibilities for detainees after release. This is not the case. Also, there is a commonly held assumption in the community that suggests that the rate of re offending (recidivism) is totally the responsibility of CS. However, the recidivism rate results from many factors, which are outside of the control of CS.

Restorative justice in corrections relies upon fairness in the administration of justice. The concept of retributive justice tends to relate primarily to punishment, whereas restorative justice seeks to restore the broken relationships that have precipitated or contributed to the offending. In some instances this may be between the offender and the victim, and in others it can be between the offender and society. Restorative justice aims to:

- *Share responsibility;*
- *Access mechanisms available in the community, as well as the formal criminal justice system;*
- *Consider and include victims' rights;*
- *Consider the role of civil society and the*
- *responsibility of all parties, formal and informal; and*
- *Re-establish good relationships between the offender and their family and society.*

From 2002 up to now, CS has continued to deliver a range of community programs that contribute towards restorative justice, with detainees undertaking community work.

Currently PNG CS has merged Prison Industries and Rehabilitation to come up with one policy. This policy has been endorsed by government and will be launched this year. This policy will be the vehicle in which detainee rehabilitation programs will use to take off to new heights.

CODE OF CONDUCT

The Correctional Service members are bound by a Code of Conduct.

To achiveve our key result areas, fulfill our mission and realise our vision, each member of the Correctional Service shall strive to abide by this Code of Conduct.

Loyalty

Members of the Correctional Service have the prime duty to serve their country, its people, and the government of the day.

Honesty and Intergrity
Members of the Correctional Service shall carry out their duties with honesty and integrity.

Respect
Members of the Correctional Service shall respect and uphold the rights of others, (especially detainees), regardless of race, sex, social status or religion.

Discipline
Members of the Correctional Service shall practice self discipline, both on duty and off duty.

Confidentiality
Members of the Correctional Service shall keep confidential all matters which they learn in an official capacity, unless revelation is necessary for the administration of justice.

Excellence
Members of the Correctional Service shall strive for excellence and endeavor to improve their knowledge and the image of their profession.

Morality
Members of the Correctional Service shall involve themselves in activities which are unlawful or are considered to be improper.

Use of Office
Members of the Correctional Service shall not use their offices, rank, or position for personnel gain.

Fairness
Members of the Correctional Service shall carry out their duties without favor and malice, or ill-will.

Acceptance
Members of the Correctional Service shall accept the desirability of this Code of Conduct as an integral part of their personnel and professional lives.

Commisioner of PNG CS

Commissioner Michael N. Waipo MBE, DCS, talking to landowners of Mupa village regarding the site for new correctional institution for Gulf Province.

Use of Technology in Corrective Services New South Wales

Contributed by Corrective Services, New South Wales, Australia

Corrective Services New South Wales, Australia (CSNSW) is tasked with managing over 12,000 inmates in 35 correctional centres around the state from Grafton in the state's north, to Junee 1040 kilometres to the south and Broken Hill, 1150 kilometres west of Sydney.

Given the geographical distances between Courts and Correctional Centres the logistics of transporting inmates to court appearances has, historically, been time consuming and costly. In order to make this process more efficient CSNSW has worked with the Courts to implement a Video Conferencing Network via audio visual link (AVL), allowing inmates to appear at court from remote locations to facilitate Court, Parole, legal matters and even family visits.

Commissioner of CSNSW, Peter Severin, says that "CSNSW is always looking to enhance its operations through the use of new technologies, particularly in relation to offender management and reducing re-offending".

In December 2001, CSNSW commenced AVL operations with 8 studios of video conferencing equipment in 6 locations. In June 2016, CSNSW completed the installation of equipment in the last 6 Correctional Centres without AVL facilities taking the total to 105 studios. The system uses a CISCO based platform with each studio utilizing a dual Codec system running a 1MB link.

From July 2015 to May 2016, 49,610 matters were facilitated via video conferencing. This equates to an average of 4510 matters per month representing 65% of all court matters and 100% of all custody Parole Authority matters. Local Court matters heard by AVL averaged approximately 80% while District

A newer suite with dual screens so all parties can be seen

Utilising Jabber system to interview a job candidate

and Supreme Court matters are lower, because it is preferred that the defendant is present in person for any matter involving a jury.

The amount saved for this period was approximately $10M, including transportation and staffing costs.

Map of NSW showing location of correctional centres around the state

Over 105,000 movements of inmates were avoided as a result of AVL's.

In recent times, the technology utilised has become more affordable and readily available. Installations are now operated on a 'SmartHub' platform enabling staff to view the inmate, as well as all parties at the participating site. This complete system can be operated by any person in any location on the NSW Justice Network.

To support court appearances, solicitors are also able to use video conferencing to interview their clients. Solicitors use a range of approved devices including video conferencing equipment, personal computers and iPads to conduct these interviews. From June 2015 to May 2016, almost 21,000 legal and professional interviews were conducted via AVL. To facilitate these interviews there is an online booking system which is available for all professional use. There is also a judicial protocol in place given the limited number of AVL suites available. This allows for higher courts and more serious matters to take preference. Courts are expected to liaise with each other to make these arrangements.

In the near future, solicitors will be able to complete an online application form on behalf of their incarcerated clients to request the use of a laptop to access legal briefs. This form will automatically inform the solicitor of the application progress, weigh the responses to the criteria of each question, prioritise the inmate on a 'needs' priority list and post the results on the CSNSW internet page.

New technology is being applied in other operational areas of CSNSW.

Sentenced offenders are transported to prison via secure transport truck. These trucks have been fitted with USB inputs and video screens which allow inmates to watch induction videos prior to arriving at the gaol.

Interior of Prison Truck showing controls for USB input

These videos contain information on the reception process, hygiene while in custody and services available such as welfare and legal aid. This expedites the reception process and allows new inmates to be screened and moved into the prison promptly.

CSNSW also supervises 18,000 offenders in the community via 58 Community Corrections offices. Primary objectives are to effectively supervise offenders while working towards successful order completion. It promotes offenders' successful re-settlement through partnerships with other agencies and community groups.

Video conferencing equipment has been installed in every Community Corrections Office throughout the state allowing psychologists and Community Corrections Officers access to inmates for the purposes of pre-release and pre-sentence assessments. No data is currently available in relation to costs saved as a result of this technology, however it is estimated that the benefits will be significant.

Another major area of concern for Community Corrections is maintaining contact with offenders while subject to community based orders. Traditional mail is slow and addresses are not always correct, while many offenders choose not to answer mobile phones when they see it is their Community Corrections Officer calling.

Short Message Service (SMS) software was installed on all Community Corrections computers in April 2015 as an inexpensive, reliable way of maintaining contact with offenders to remind them of key appointments.

Statistically, 90% of SMS messages are read within 30 seconds whereas email and traditional mail are often ignored, deleted or thrown away. Feedback from staff indicates that SMS reminders are reducing 'no-show rates' significantly and as a result, this has increased completion rates of community based orders.

> *"CSNSW is always looking to enhance its operations through the use of new technologies, particularly in relation to offender management and reducing re-offending."*
>
> Peter Severin,
> Commissioner of Corrective Services,
> New South Wales, Australia

Technology Solutions in Sri Lanka Prisons

Contributed by Department of Prisons, Sri Lanka

The Department of Prisons (DOP) in Sri Lanka is undergoing its reforms now. A separate Ministry has been established by the Government of Sri Lanka (GOSL) to launch the prison reform program. The prison reform program in GOSL is closely line with the international standards like Nelson Mandela Rules and the other international rules. Simultaneously introduction of new technological solutions is also main ambition of Sri Lankan DOP. Most of the prisons in Sri Lanka are located in urban areas. Those prisons cannot be expanded due to limited land space. Urban prisons are highly congested and overcrowding rate is nearly 300%. Therefore eight prisons have been identified for relocation and these new prisons will be built according to the international standards to protect prisoner's rights. New prisons consist of new technological solutions for all operational and administrative works and use high-tech machines to manage security risks. New technological solutions have been introducing in to prisons from 2015. Under this reform program following main solutions were introduced by the DOP.

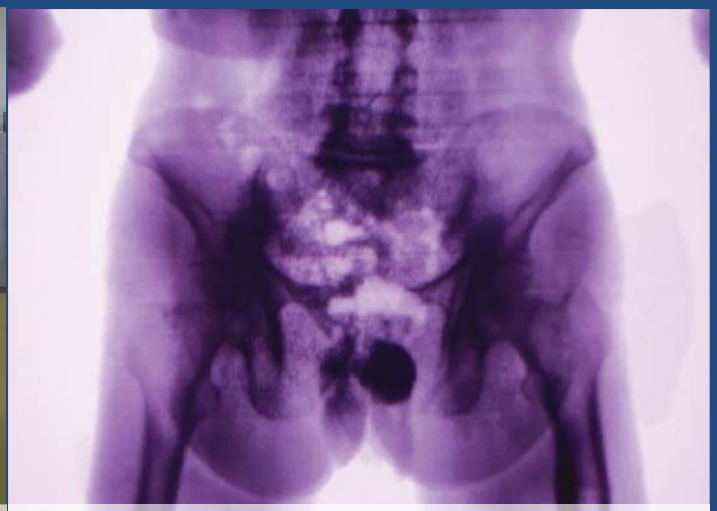
1. Body Scanners and Parcel Scanners
2. Prison Information Management System (PIMS)
3. Mobile phone Jamming solution and phone detector

1. Body Scanners and Parcel Scanners

DOP introduced new technology to main high security prisons in Sri Lanka. Main security challenge is drug (Narcotics) in prisons and mobile phones. Most of the times prisoner brings contraband items inside the body. Manual searching caused

Officers operating Parcel X-Ray scan machine in Welikada Prison, Colombo

A prisoner going through body scan machine in Bogambara Prison

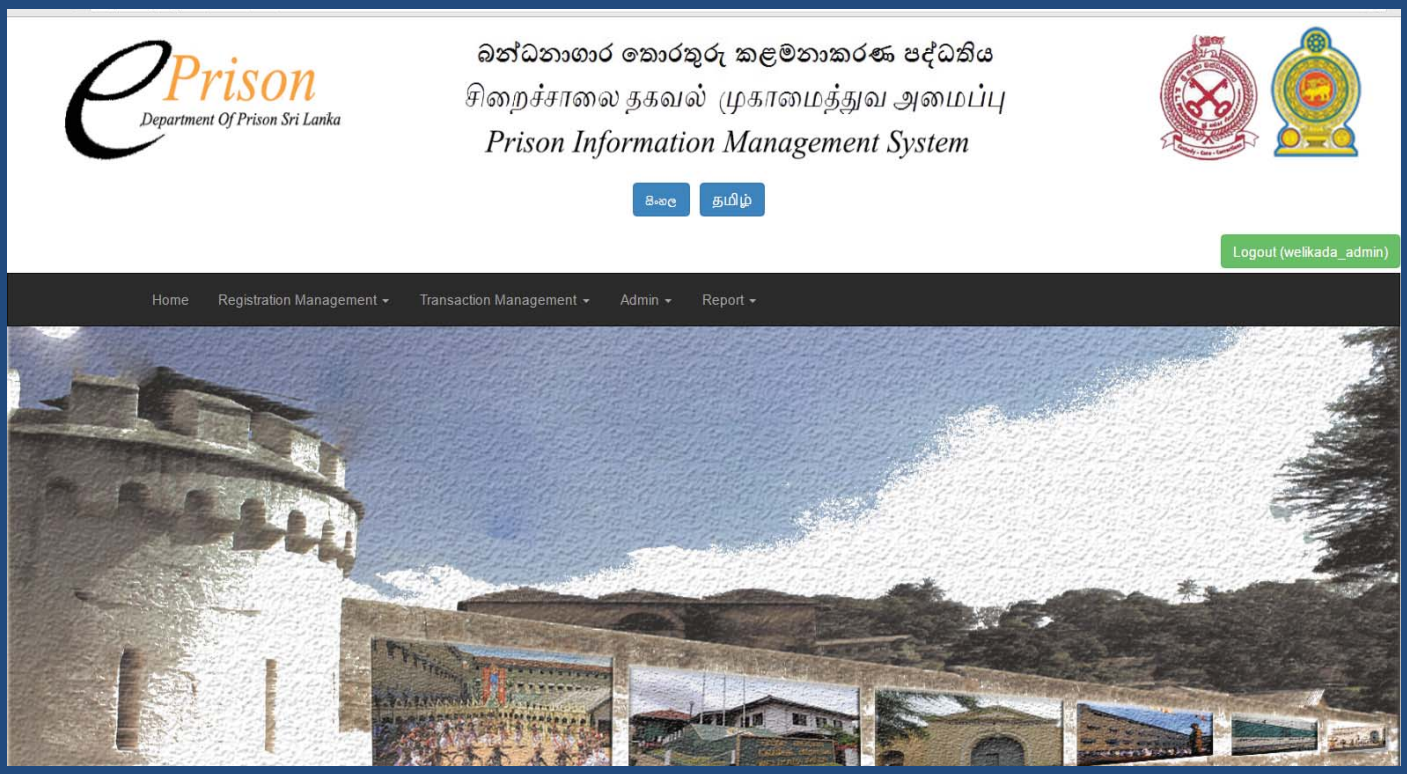


An illustration of Narcotic shown inside the body of a prisoner

for many human right challenges and other issues, therefore introduction of these machines are more effective and efficient.

02. Prison Information Management System (PIMS)

This system has been developed to handle all the transactions which happen in relation to inmates from their admission to discharge and also facilitates to overcome many problems that arise due to the absence of providing fast information. This system will also provide solutions for many other problems including shortage of employees, mental stress of officers, non accurate information and the risk of being destroying manual records in insurgencies.



New technology is introduced to main high security prisons in Sri Lanka. The main security challenge is drug in prisons and mobile phones. Most of the times prisoner brings contraband items inside the body.

This Prison Information Management System covers Admissions, Registration, Admission Search, Case Search, Gate Management, Transfer Management, Meal Management, Appeal Management, Industrial Management, Vocational Training Management, Rehabilitation Management, Discipline Management, Movements Management, Incident Management, Escort Management, Case Management, Discharge Management and Property Management.

This system will provide the solution for a long lasting problem of finding accurate information of reconvicted inmates. The facility to identify reconvicted inmates by using biometric identification figures has been introduced in to this system. Therefore, it will help us to find the reconvicted inmates with their history records of previous offences, sentences and other important information. Another important aspect of this system is the policy to share information with other government agencies on request and agreement.

03. Mobile phone Jamming solution and phone detectors

Usage of mobile phone in side prisons is a main challenge to the DOP in Sri Lanka. Prisoners use mobile phone to deal drugs and crimes. Especially, underworld gang criminals and drug mafia involve with taking mobile phones inside the prisons. DOP introduced mobile phone jamming solution to overcome this issue with the help of all service providers and Telecommunication Regulatory Commission of Sri Lanka. On the other hand we use mobile phone detectors to find mobile phones while searching in prisons. These machines indicate the number of phones inside the cells or dormitories. When machine close to the phone it indicates in detector then officers are able find it easily.

Mobile phone detector which use in prison searches

Electronic Monitoring Research Pilot (EMRP)

Contributed by Correctional Service Canada (CSC)

The Correctional Service Canada (CSC) implemented a national Electronic Monitoring Research Pilot (EMRP) in July 2015. This is a three year pilot that will study:

- the effectiveness and efficiency of EM as a supervision tool;
- the impact of the utilization of EM on offender outcomes; and
- EM's possible effects on offenders, staff, stakeholders, community supervision and public safety.

CSC has the legislative authority to demand that certain offenders wear a monitoring device. Electronic Monitoring (EM) is not imposed as a condition by the Parole Board of Canada. It is a discretionary supervision tool that community Parole Officers may choose to use to monitor compliance with geographical conditions that are imposed on offenders released to the community. Types of conditions that EM can monitor include:

- Curfews;
- Not to be in certain areas (such as schools, parks, playgrounds, gang territories, drinking establishments);
- Must remain in certain areas (such as a supervision zone).

These types of conditions have historically been difficult for Parole Officers to monitor as they often rely on offender self reported behaviour and collateral contacts. The use of technology has become a reliable way of monitoring compliance with geographical conditions in a way that was not previously available to CSC Parole Officers. Offenders also have a tangible way of gaining credibility for adhering to geographical conditions imposed on their release.

For this pilot, EM is being used on high risk offenders. Parole Officers can refer offenders who have geographical conditions imposed on their release, who meet the high risk criteria, to EM at any point in their sentence. CSC has access to up to 300 devices.

EM is available across Canada in areas with the necessary cellular coverage for CSC's devices to operate. In order for the EM system to function, there must be cellular coverage to communicate the location information to the data centre. CSC uses a hybrid technology that combines the Global Positioning System (GPS) and Radio Frequency (RF).

Radio Frequency Unit (left) ;
Electronic Monitoring Device (right)

RF technology monitors the presence or absence of a device within a specific space/ location; it simply confirms whether or not the device is in a location at a specific time. RF technology is typically used to only monitor curfew and house arrest conditions. The offender wears a one piece ankle bracelet and an RF unit is installed in their home. The RF unit emits a RF signal; when the ankle device "hears" the frequency it reports to the EM system that it is home. When the ankle device no longer "hears" the frequency, it reports to the EM system that it has left the designated area. With RF technology, once the device leaves the area where the RF unit is installed, there is no ability to continue to track them.

GPS technology allows for the continuous monitoring of an individual out in the community by using satellites to triangulate the device's position. GPS technology is used for monitoring conditions such as not to enter certain areas. Zones can be drawn around particular locations, should the device enter the zone, an alert is generated. At least three satellites must be visible in order for the device's location to be generated. With GPS technology a location point can be generated every minute; this can have a significant impact on the device's battery life. GPS technology is also susceptible to drift; drift occurs when the true position of a device location is different from the estimated position. As satellites naturally orbit the earth, and the device is stationary, the device can have the appearance of the device "drifting". Drift is most common in the overnight hours; as the device is stationary (i.e. the offender is sleeping); it can give the illusion of the device drifting in and out of the curfew zone.

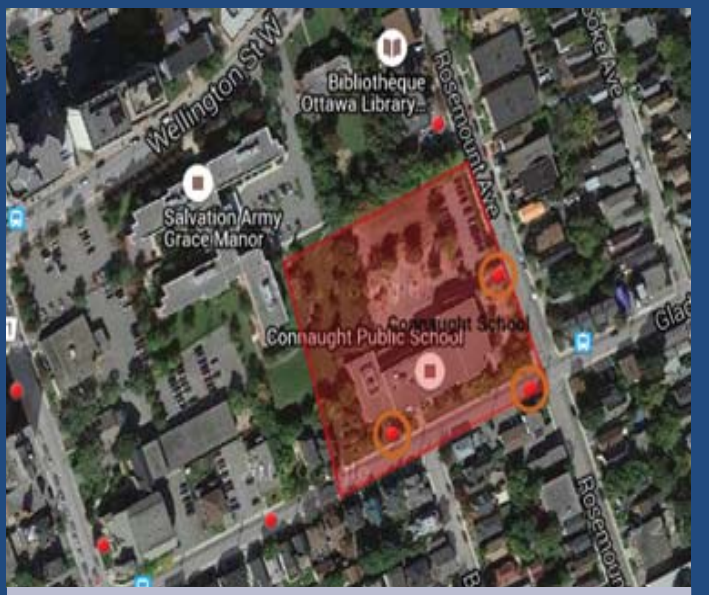


Illustration of a device entering exclusion zone monitored through GPS Technology

Many agencies use one type of technology, either GPS or RF depending on their needs and requirements. CSC has procured a hybrid technology that combines both GPS and RF. Offenders wear a one piece ankle bracelet and have an RF unit installed in their home. While the offender is away from their home, GPS technology is able to continuously track the offender's movements in order to report any violations of geographical restrictions. When the offender returns home and the device can hear the RF unit, it shuts off the GPS and reports to the system that it is home. The benefit of having the GPS shut off when in the presence of the RF unit is that it preserves the battery life, and eliminates drift, while still confirming the offender's presence in their residence.

CSC does its own monitoring through its National Monitoring Centre. If EM information is received indicating that the offender has violated a condition that EM is monitoring or has removed or tampered with their device, a reassessment of risk occurs. If the reassessment of risk concludes that the offender's risk is no longer manageable in the community, a warrant will be issued by either the Parole Officer Supervisor (during business hours) or the National Duty Officer (after hours).

MULTIMEDIA HUB

Tanah Merah Prison

Singapore

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Special thanks to the inmates at MMH for their dedication and commitment in the design and layout of this newsletter.

SINGAPORE PRISON SERVICE