

Custodial Operations Policy and Procedures

21.6 Corporate video conferencing

Policy summary

There may be occasions when it will be practical or efficient for a staff member to participate in a meeting or interview being held at a distance from their usual workplace via Audio Visual Link (AVL), rather than in person.

The AVL Professional Studios at correctional centres can be used for this purpose.

As judicial proceedings conducted in court AVL studios take priority over all other matters it is recommended corporate video conferencing be conducted in the professional AVL studios. All corporate matters conducted via video conferencing must be booked using the scheduling system.

Management of Public Correctional Centres Service Specifications

Service specification	Professionalism and accountability
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Scope

This policy applies to all Corrective Services NSW (CSNSW) locations where Video Conferencing (VC) is available and can be used to meet business needs. It affects all employees who work in these locations.

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1 Corporate video conferencing

1.1 Policy

The Video Conferencing Area (VCA) may be used for corporate functions such as staff interviews and inter-centre meetings.

The professional AVL professional studios are recommended for use for all corporate matters, as judicial proceedings take priority in Court AVL Studios. All corporate matters conducted via VC must be scheduled on the scheduling system.

1.2 Procedures for coordinating site

	Procedures	Responsibility
1.	Book the VC using the scheduling system and ensure there are no scheduling conflicts.	Coordinator/ initiator/creator
2.	Record the name and/or title of all attendees on the scheduling system.	Coordinator/ initiator/creator
3.	Update details on the scheduling system if modifications to the original booking are needed.	Coordinator/ initiator/creator
4.	Cancel the booking on the scheduling system if required.	Coordinator/ initiator/creator
5.	Inform the MOS of the correctional centre where attendees are required to participate in a VC, or inform the onsite security staff of attendees details if the VC is to take place at a corporate office.	Coordinator/ initiator/creator
6.	Make sure the VC is conducted during the time scheduled on the scheduling system calendar.	Coordinator/ initiator/creator
7.	Begin the VC by dialling into the participating site.	Coordinator/ initiator/creator
8.	Disconnect the system on completion of the VC.	Coordinator/ initiator/creator

1.3 Procedures for participating site

	Procedures	Responsibility
1.	Accept or reject the booking and inform the Coordinator, initiator or creator of the booking if VC is not suitable at the site.	Participating site
2.	Make sure attendees are in the studio at the scheduled start time of the VC.	Participating site
3.	Provide assistance to dial into the creating site if technical difficulties are experienced.	Participating site

	Procedures	Responsibility
4.	Make sure the studio is disconnected on completion of the VC.	Participating site
5.	Finish the booking on the Scheduling System.	Participating site

1.4 Correctional centre group rooms

Most correctional centres have group rooms fitted with AVL facilities, primarily for use by OS&P in the delivery of programs and services to inmates. However, in some circumstances, these group rooms may be used by Custodial Corrections, for instance when the AC Custodial Corrections or Director Custodial Operations needs to address staff or the Inmate Development Committee, and no other facilities are suitable or available.

In these circumstances, it is the responsibility of the initiator of the video conference to liaise with all involved group room locations and to book the conference via Justice Connect.

A correctional officer at each correctional centre location involved must be authorised by centre management to ensure the security of the group room and facilitate the conference. The officer must ensure that inmates are never left unattended in the group room, and that the room is secured at the end of each session.

Any booking conflicts or discrepancies are to be referred to the MOSP for a decision.

2 Quick links

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

3 Definitions

AVL	Audio Visual Link
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
VC	Video Conference
VCA	Video Conference Area

4 Document information

Business centre:	Custodial Operations
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1.0		Initial publication (<i>Replaces section 8.32 of the superseded Operations Procedures Manual</i>)
1.1	12/03/20	General formatting update and improvements
1.2	31/08/20	Addition of new part 1.4 <i>Correctional centre group rooms</i>
