



STANDING COMMITTEE ON JUSTICE AND COMMUNITY SAFETY

JEREMY HANSON CSC MLA (CHAIR), MARISA PATERSON MLA (DEPUTY CHAIR), JO CLAY MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION ON NOTICE

Asked by Mrs Elizabeth Kikkert MLA: To ask the Minister for Corrections

In relation to: **Telephone Providers and Fees**

Ref: JACS Annual Report 2019-2020, subheading "ACT Inspector of Correctional Services – Healthy Prison Review of the AMC 2019", table 51, p179

1. Has the Government reviewed the current telephone call service provider at the AMC as per recommendation 67 of the 2019 Healthy Prison Review?
2. If so, who was the provider prior to the review?
 - a. Is there a new provider post review?
 - b. What was the result of this review?
3. If not, why has the Government not done this, when it committed to have this done by 30 June 2020?
4. Has the Government negotiated for a lower call fee for inmates at the AMC?
 - a. If so, what fees are associated with these calls?
 - b. What was the previous fee before the review?
5. Does the Government make a net profit from phone call charges at the AMC?

Mick Gentleman MLA: I am advised that the answer to the Member's question is as follows:–

1. Yes, the Government has reviewed the current telephone call service provider at the Alexander Maconochie Centre (AMC).
2. Telstra was the provider prior to the review.
 - a. There is no new service provider (i.e. Telstra remains the service provider for the AMC).
 - b. The review identified that a change of provider is not possible at this time due to current telecommunications infrastructure limitations. ACT Corrective Services (ACTCS) is currently exploring options regarding the upgrade of relevant infrastructure.
3. Not applicable. Please refer to question one.



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

JACS No. 111

STANDING COMMITTEE ON JUSTICE AND COMMUNITY SAFETY

JEREMY HANSON CSC MLA (CHAIR), MARISA PATERSON MLA (DEPUTY CHAIR), JO CLAY MLA

4. The Government has not negotiated a lower call fee. Notwithstanding this, ACTCS is exploring a range of initiatives to make alternative means of contacting family and support persons more easily accessible to detainees (e.g. considering the upgrade of equipment and infrastructure to support increased availability of zoom calls etc).

In addition, since the advent of the COVID-19 pandemic and related public health restrictions on in-person visitation, ACTCS has provided (and is continuing to provide) detainees with an additional \$20 telephone credit each week.

- a. Not applicable.
 - b. The previous fee before the review is as follows:
 - i. Mobile phone rates: connection fee of 0.28 cents plus 44 cents per minute (weekdays) and connection fee of 0.28 cents plus 28 cents per minute (weekends).
 - ii. Local call rates: no connection fee and 35 cents per minute.
 - iii. STD rates (NSW): connection fee of 0.28 cents plus 18 cents per minute (weekdays) and connection fee of 0.28 cents plus 10 cents per minute (weekends).
 - iv. All other states and INTL rates vary in accordance with Telstra rates for these calls.
5. The Government does not make a profit from phone call charges at the AMC.

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature: 

Date: 18/3/2021

By the Minister for Corrections, Mick Gentleman MLA