



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2024-2025

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
Miss Laura Nuttall MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by: Ms Nicole Lawder MLA

Addressed to: Ms Emma Davidson MLA, Minister for Corrections and Justice Health

Reference: Uncorrected Hansard Transcript [p 36]

Hearing Date: 23 July 2024

QTON lodgement date: 23 July 2024

Answer Due Date: 26 July 2024

THE CHAIR: And when were those services first flagged for upgrade?

Ms Davidson: The history of the upgrader to the telephone system, is that something that we can answer today?

Mr Johnson: We might have to take that on notice to be exact. It has been a couple of years in the making, the detainee telephone system. It goes back to COVID and COVID's impact on the progress of that project, as well as some technical issues that we discovered along the way. It is probably best we take that on notice to ensure we know exactly when that started.

Minister for Corrections and Justice Health: The answer to the Member's question is as follows:

The upgrade of the Detainee Telephone System (DTS) project initially commenced in May 2020, seeks to replace the existing analogue DTS with a digital system. During the COVID-19 pandemic, new communication technologies were introduced and identified new opportunities for detainees to communicate, such as using tablet devices, which ACT Corrective Services has continued to explore. However, limitations around supporting a transition to a digital solution were identified with the existing telecommunications infrastructure.

The two key components of the DTS upgrade are to stabilise the existing system within the existing infrastructure to ensure this remains operational for detainees, and the second phase will seek to upgrade the infrastructure that will support a transition to a fully integrated digital offender services technology system.

Approved for circulation to the Select Committee on Estimates 2024-2025

Signature: *Emma Davidson*

Date: 26 July 2024

By the Minister for Corrections and Justice Health, Emma Davidson MLA