



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Minister for Corrections

In relation to: Corrections and Cost of phone calls at AMC

Hearing: 17 November 2025

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Answer Due: 01/12/2025

THE CHAIR: Can I just ask, just on that \$0.18 per minute, was there any consideration to going to a fixed cost rather than the permanent cost?

Ms Close: I would have to take that on notice in terms of what contract was entered into with the provider. I do not know that specific.

Mr Johnson: I could probably answer that. We had to go to market because the old system was run by Telstra, from memory, but it was an old system and so consequently costs were partly driven by the fact that Telstra needed—beyond my technical skills—to work the old system. The new system is cheaper but the only models that we were tendered for were ones that had a cost per minute model associated with it.

THE CHAIR: Is there a reason why you went with that model?

Mr Johnson: That is a technical question that we would have to take on notice, I think.

THE CHAIR: Okay, thank you. That would be useful.

Ms Paterson: But I believe that it is now one of the lowest cost telephone systems in prisons around Australia.

THE CHAIR: I understand that, but 18 cents per minute is still relatively—if there is the option to go with a fixed cost and that was cheaper—

Ms Close: I do not think that was an option, Ms Barry.

Mr Johnson: No, it was not an option.

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Ms Close: I think that was a part of the contract negotiation at the time, but we will take that on notice to drill down into that if we can.

Dr Marisa PATERSON MLA: The answer to the Member's question is as follows:

It is acknowledged that people in the community may be charged a different rate for phone calls compared to those in custody. However, there are limited telecommunication providers that supply phone systems for organisations like ACTCS, which have different requirements than what may be sought at a consumer level.

In accordance with confidentiality requirements surrounding procurement processes, details regarding the pricing options considered for this tender are unable to be disclosed. It is however noted that the model selected was determined based on delivering best value for money for the Territory and included consideration of the cost for detainees.

Approved for circulation to the Standing Committee on Legal Affairs

Signature: 

Date: 1/12/25

By the Minister for Corrections, Dr Marisa Paterson MLA