



EXECUTIVE DIRECTOR INSTRUCTION 3/2026

Amendments to the Detainee Muster and Welfare Checks Procedure

Purpose

Amendments are required to the Detainee Muster and Welfare Checks Procedure (the Procedure) to align with current operational practice while the Procedure is being reviewed by the Policy Unit.

Background

The Procedure outlines the requirements for conducting detainee musters, counts and welfare checks at the Alexander Maconochie Centre (AMC). The procedure provides guidance to ACT Corrective Services (ACTCS) staff on maintaining accurate detainee counts, verifying detainee location, and monitoring detainee wellbeing throughout the day.

The Procedure establishes the processes for scheduled and unscheduled musters, welfare checks, detainee headcounts, and the management of muster discrepancies. It also outlines the responsibilities of correctional officers, Area Supervisors, Operations, and the Master Control Room (MCR) in ensuring detainees are accounted for, welfare checks are completed, and appropriate responses are initiated when detainees cannot be located or identified.

Amendment to Procedure

The amendment to the Procedure now allows for any unaccounted-for detainee/s to be identified by name and housing location in the earliest instance.

Muster

- The mustering officer must generate a new Coris Detainee Photo Rosters Report for every muster. Where an ICT issue arises the Detainee Photo ID Book may be used.
- The mustering officer must account for each detainee's location on the Detainee Photo Rosters Report. If the detainee is sighted in area, the mustering officer must record this on the muster report.
- Where a detainee is located outside their designated accommodation area at the time of muster, the mustering officer must contact the officer responsible for the detainee's current location to confirm that the detainee was sighted at the time of muster and verify the detainee's physical location. Once the detainee's location has been confirmed, the mustering officer must record the detainee's location and the name of the officer who confirmed the sighting in the Detainee Photo Rosters Report.



- The completed Detainee Photo Rosters Report must be provided to the Area Supervisor to review, the Area Supervisor must ensure every detainee within their housing area has been accounted for prior to notifying Operations that their area is correct.

Unaccounted for Detainee

- Where one or more detainees cannot be accounted for during a muster, the Officer in Charge (OIC) will notify and announce via radio the name or of the unaccounted-for detainee(s) and direct all officers to search their designated areas to locate the missing detainee(s).
- Where the detainee(s) can't be located MCR will call a full centre lock in and muster recount to be conducted.
- If the unaccounted-for detainee(s) are not located during the muster recount, an announcement must be made via the intercom system directing the detainee(s) to immediately present to the nearest correctional officer or use the intercom system to advise correctional staff of their location.
- Where the Full Centre Lock-In muster recount confirms all detainees have been accounted for, normal operations may resume following authorisation from the OIC.
- Where a detainee remains unaccounted for following the full centre lock-in muster recount, staff must respond in accordance with the Code Green (Escape or Attempted Escape) Operating Procedure.

Evening Muster

- To ensure the whole centre count is correct, evening muster will require the state of each area reported to Operations. At the 1830hrs muster, the Area Supervisor of each accommodation area must contact Operations, and report state is correct and provide the numerical number of the accommodation area.
- Only the evening muster requires the actual count of detainees to be provided to Operations.

Compliance

The Area Supervisor must ensure all Detainee Photo Rosters Reports are uploaded electronically by close of business each day.

The Night Senior must audit the Detainee Photo Rosters Reports each evening. The audit is to be recorded within the Nightshift Compliance Record and provided to [#amcareamanagers@act.gov.au](mailto:amcareamanagers@act.gov.au) where discrepancies are identified.

James Taylor-Dayus
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