



2019 Edition
ENGLISH

Male Inmate Handbook

Corrective Services NSW





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If this handbook is not available in a language you can understand, translation services are available 24/7. Staff can call **1800 131 450**.

讓對方明白你的意思。

保持冷靜，要求獲得語言方面的協助。

알기 쉽게 차근차근히 말하십시오.

냉정함을 잃지 말고 언어상의 도움을 청하십시오.

Có giải thích để người khác hiểu quý vị.

Đừng mất bình tĩnh, hãy xin được trợ giúp về ngôn ngữ.

Hágase entender.

No pierda la calma, pida que le ayuden en su propio idioma.





Male Inmate Handbook

2019 Edition

ENGLISH





Disclaimer:

This handbook has been developed for male inmates newly received into a NSW Correctional Centre. At the time of printing the information contained within this handbook is certified correct, however, it is acknowledged that over time some information may change.

Male Inmate Handbook

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Map of NSW with male correctional centres, addresses and phone numbersinside back cover



Throughout this booklet, the following icons will help you to understand:



WHO TO SEE



WHO TO CALL



WHO TO WRITE TO, OR WHAT FORM TO FILL OUT





1. Coming into a correctional centre



■ Reception/Intake

When you arrive you will be seen by Correctional Officers in the reception area.

- You will be asked questions to make sure your health, safety and welfare are OK
- The Reception/Intake Officers will list all the property you have with you and store it for you in the reception/intake area
- Storage space is limited so you will be asked to sign out excess property to be collected by family or friends
- You will be given clothing and other essential toiletry items
- Any cash will be put into a private cash account

■ Screening

You will be interviewed by a Services and Programs Officer (SAPO), who will assess your need for services and programs. They will also assist with any immediate

concerns you may have about your family. This is known as screening. You should tell the screening staff about any problems you have. You will be allowed to make a phone call to contact a family member or friend.

■ Justice Health & Forensic Mental Health Network (JH&FMHN)

A nurse will see you and ask about your medical situation and any problems you have.

Tell the nurse if you:

- are on any medication
- are suffering withdrawals from alcohol or drugs
- have any medical problems, (e.g. diabetes or heart problems)

JH&FMHN are often called 'Justice Health', the 'Health Centre' or 'the Clinic'.





- have any problems with mental health or are taking any mental health medication
- are under the care of a specialist doctor

■ Induction/Orientation

You will also be given information during screening and at an induction meeting that will answer some of the questions you may have. Some of the information you will be given may include a local Induction handbook about:

- visits
- rules
- programs
- work opportunities

You will also be required to complete the Health Survival Tips program at Induction.

Should you be transferred to another centre, you will attend an Orientation to that particular centre.

■ Identification cards

On reception/intake you will be given an Identification (ID) Card. This card is important and you must carry it at all times. You will need this card to get around the jail and to get services including visits,

buy ups, mail and medication. If you lose this card you will have to pay for another one.

■ Master Index Number, MIN

You will be given a Master Index Number, which is also known as your 'MIN'. This number will be on your ID card and all other department records. If you can, it is useful to memorise it, as staff will often ask for it. Your MIN does not change even if you change centres.

■ Inmate Development Committees (IDC)

The IDC is a group of inmates in each Correctional Centre which meets regularly with the Governor and other managers to discuss and resolve issues and problems. The IDC can try to work through issues so as to avoid conflicts in Correctional Centres.

■ Special Management

When you first come into custody you would have been asked at both the Court Cell location and at your Screening Interview at the Correctional Centre if you had any concerns for your safety. This may have been because of the nature of





your charges or because you were worried about meeting up with particular inmates. At your initial reception into jail you may have asked to be placed into a Special Management area.

It is a big decision to make and you need to give yourself time to think through this properly.

Staff will consider your request and will decide if this is needed or not for you.

While you are in custody, if you do have concerns for your safety you can ask to have limited contact with other inmates should the need arise.

! Let staff know if you have problems with other inmates or if you don't feel safe.

■ Clothing

You will be given approved clothing. These items include underwear, outer clothing, shoes and toiletries. Transgender inmates will be given clothes for their chosen gender. Any items you are given are your responsibility until you are released. You cannot swap or give your property to other inmates.

You must always have one or two sets of court clothes in your property. Hooded clothing and steel cap boots are not allowed to be worn to court.

Either street clothing or jail green clothing must be worn in court, not mixed together.

Some clothing can be washed in the property area. Clothing which needs to be dry-cleaned can be signed out to a visitor using an inmate application form. You must be clear which items you would like to sign out. You must also state the name of the person you authorise to collect the clothing.

Remember, you must have one set in your property at all times.

■ Cell alarms (knock-up buttons)

Cells have alarms (or knock up buttons) so you can get help from staff if you or your cellmate is suddenly unwell or if there is an emergency. It's important to know how these alarms work - if you are unsure, ask a member of staff to tell you about them.

Use the alarm only for urgent situations.





2. Health services



If you become ill or have any health concerns, each Correctional Centre has a health centre staffed by a qualified registered nurse. Medical staff are provided by Justice Health & Forensic Mental Health Network (JH&FMHN), which is part of the NSW Health system.

To see the nurse, please fill out a self-referral form that will be accessed by JH&FMHN staff and you will be triaged by a nurse. In an emergency, ask any member of staff for help.

■ Health Care Interpreter Service

The Health Care Interpreter Service is available for inmates who have difficulties with English as a second language. They are interpreters with special training to communicate with medical staff. Please tell the clinic staff if you require this service.



CLINIC

■ Reception Screening Assessment

On your arrival at the Correctional Centre a nurse will ask many questions in relation to your health. Much of the information you



Most health services are free. You don't need a Medicare card.

provide is confidential and can only be seen by health care professionals. Some information is given to staff of Corrective Services but Justice Health staff will ask for your permission to give this information. They will ask you to sign a permission form.



CONSENT TO SHARE PERSONAL INFORMATION





If you have any queries about which information is confidential and which is passed on, please ask the nurse.

! Justice Health staff will not share any information with Corrective Services staff without your permission.

■ Health Centre

The health centre is open each day in most Correctional Centres. Some centres have different opening hours. The nurse can assist you in most health care matters and gives medications prescribed by the doctor. The nurse can arrange special diets where necessary.

The nurse is also able to refer you to other health care professionals such as the doctor, psychiatrist or dentist.

If you have a chronic disease please inform the nurse who will be able to refer you to the Care Navigation Support Program. If you are enrolled on this program your health care needs will be monitored

by someone called a Care Navigator who will also help with your release planning when you are due to be released.

■ Care Navigation Support Program (CNSP)

The CNSP is a program which ensures that the health needs of people with chronic disease are being met. A person called a Care Navigator watches over the care of these patients and also helps with release planning and handing care over to community health care providers upon release.

To enrol, ask the nurse in the health centre to refer you and sign a *CNSP Consent Form*.

 **CNSP CONSENT FORM**

 **CLINIC**

You can also contact:

 **CADL 05 JUSTICE HEALTH PATIENT HEALTH INQUIRY LINE**





■ Doctor's clinic

All Correctional Centres have a doctor's clinic at least weekly, and sometimes more often. You will be assessed first by a nurse and the referred to a doctor if needed.

■ Medication

Most medication prescribed by the doctor will be provided free of charge. You will be able to buy health supplements on your buy-up.

■ Specialist Doctors

A number of specialist services are provided on referral from the doctor. These include:

- surgery
- ophthalmology (for eyes)
- dermatology (for skin)
- orthopaedics (for bones)

These services are usually provided at the Long Bay Correctional Complex. Optometry (for glasses) is available at most Correctional Centres. Please see the health centre nurse if you have eyesight problems.

■ Justice Health Alcohol and Other Drug services (AOD)

If you have been using alcohol

or other drugs regularly then you may experience withdrawal symptoms when you stop. This can be a serious matter and you may need medical attention. You should seek help from the clinic staff. If you are Aboriginal you may wish to find out who the Aboriginal counsellor/worker is in your centre and make contact with them.

■ Mental health services

Most Correctional Centres have a mental health nurse, a Psychiatrist and Psychologist. At the MRRC there is a Mental Health Screening Unit. At the Long Bay Correctional Complex there is a psychiatric hospital. The health centre nurse can give you a referral for these services. Inmates can



If you are feeling unsafe and not coping you can be placed in an observation cell for your safety and reviewed by the Risk Intervention Team daily until you are able to cope back in your area.





contact the Mental Health Line to enquire or make complaints about mental health services provided in NSW.

If you are not coping, or you know of another client not coping:



**CADL 09
MENTAL HEALTH
HOTLINE**

■ **Aboriginal health**

The Aboriginal Medical Service in Redfern regularly sends a doctor to do clinics at Long Bay and Silverwater.

If you feel uncomfortable contacting a non-Aboriginal person or do not wish to wait for the Aboriginal Medical Service ask a Services and Programs Officer to put you in contact with an appropriate Aboriginal person in the jail.



SAPO

■ **Public health**

A public health nurse will visit you in the first week. You will be offered testing for HIV and Hepatitis as well as education about sexual/public health issues. It is a good idea for you to be tested regularly so it's best if you take advantage of this service.

■ **Methadone**

Methadone programs are available within some centres. For assessment contact the clinic staff.



CLINIC

Should you have any difficulties in observing your religious faith whilst participating in the methadone program, please discuss this with the resident chaplain in the first instance.



CHAPLAIN

If the chaplain is unable to resolve the problem, the matter should then be referred to the Wing Officer.



WING OFFICER

■ **Health tips**

- You can help maintain your health by keeping your living area clean, showering daily, keeping your clothes and linen clean, eating and exercising regularly.
- Condoms are available at each Correctional Centre.
- Cleaning materials, including Fincol for





injecting equipment and disinfectant, are available in your wing.

■ Dental services

To make a dental appointment, you need to ring the dental hotline. Enter your MIN, your PIN, press 2, then 4. Once connected, you will be asked a number of questions by a computerised triaging system, and then placed on a waiting list.



**CADL 04
DENTAL HOTLINE**



Family members on the outside can also contact the Hepatitis Helpline on **1800 803 990**

■ Hepatitis C

Free and confidential information, support and referrals from:



**CADL 03
HEPATITIS
INFOLINE**

**HEP C
CAN BE
CURED**

To find out about your options in prison, call the *Hepatitis Infoline* or visit the health centre

**HEPATITIS INFOLINE
FREE CALL
INFO, SUPPORT, REFERRALS**

FOLLOW THESE STEPS TO CALL FREE

- ENTER MIN
- ENTER PIN NUMBER
- PRESS **2** FOR COMMON CALLS LIST
- PRESS **3** FOR HEPATITIS INFOLINE

Hepatitis NSW
Hepatitis NSW
Working towards a world free of viral hepatitis

**HEPATITIS
INFOLINE**
CONFIDENTIAL

JAILBREAK

RADIO'S REACHING YOU!

Keeping you company with music and stories wherever you are in the system!

WRITE TO JAILBREAK:
Jailbreak 2SER
PO BOX 123
Broadway NSW 2007

YOUR FAMILY OUTSIDE CAN ALSO REACH US:
PHONE: 0420 946 709
EMAIL: jailbreak@2ser.com
FACEBOOK: fb.me/jailbreakradio

HOW TO LISTEN

2SER - 107.3FM (SYDNEY) Sun @ 9.30pm / Tues @ 5am
KOORI RADIO - 93.7FM (SYDNEY) Sun & Thur @ 11pm / Mon @ 10pm
Skid Row - 88.9FM (SYDNEY) Thur @ 2pm
2DRY - 107.7FM (BROKEN HILL) Mon @ 6pm



The Jailbreak Health Project is based at Sydney's Community Restorative Centre (CRC) and is funded by NSW Health.
CRC PHONE: (02) 9288 8700 WEBSITE: www.crcnsw.org.au





3. Visits



At some centres visits must be booked. You should be given details about visits in your centre.

If you still have questions, ask your Wing Officer.

Your visitors should contact the centre before coming as:

- visits are sometimes cancelled without notice
- you may have been moved to another centre
- there may be restrictions on visitors under the age of 18 years
- the length of your visit may be limited
- some centres only have visits on certain days

Your visitors are required to produce ID when they come to visit you (such as a passport, driver licence or health care card). Further information for visitors should be available in the visits area of the Correctional Centres, in the 'Visiting a Correctional Centre' brochure, or on the Justice NSW website:
www.justice.nsw.gov.au

■ Visitors under 18 years

In some centres you have to apply for children to visit. It is always advisable for your visitors to contact the centre before bringing any children on a visit in the event of any restrictions.

Usually a person under the age of 18 years cannot visit you unless they are with an adult. However, sometimes visitors over the age of 16 years may visit on their own, especially if they bring ID to show proof of parent/child relationship (such as a birth certificate).

■ Searching after visits

You may be searched before and/or after contact visits (where you have actual contact with a visitor). If you are at a maximum or medium security Correctional Centre, you may have to wear overalls during a visit.





If your visitor is found bringing contraband into a Correctional Centre, the visit can be ended and restrictions placed on you and your visitor. This can also happen if staff consider your visitor's behaviour to be inappropriate.

'Contraband' is anything which is banned inside NSW prisons, like drugs, weapons or tobacco products.

■ Professional visits

Legal visits are scheduled regularly in all centres. You will find out more about times for legal visits at your centre.

Special visits may be arranged through the Governor for consular representatives or staff of international organisations. Special visits like these do not count as a visit from family or friends.

■ Support for visitors

There may be some travel and accommodation assistance for families visiting Correctional Centres.

To apply for this assistance, the recipients must be:

- residents of New South Wales;
- getting Centrelink benefits, e.g., unemployment, pension;
- visiting a close family member who is serving a sentence of at least 6 months in New South Wales;
- travelling a long distance, e.g., Sydney to Cooma or Narrabri to Goulburn.

Information about this assistance can be obtained from the Services and Programs Officer at your Correctional Centre, or on the Justice NSW website: www.justice.nsw.gov.au



Your family can contact the Community Restorative Centre (CRC) on 9288 8700.





4. Contacting family and friends



■ Telephone calls

You are allowed to make a certain number of free telephone calls:

- unconvicted inmates:
3 local calls
- convicted inmates:
1 local call

You can set up your own telephone account by filling in an Inmate Telephone Account Allocation Form (available from your Wing Officer). This allows you to have a limited number of people's phone numbers put into the telephone system.



RECEPTION



INMATE TELEPHONE ACCOUNT ALLOCATION FORM

It allows these phone numbers to be connected to your MIN, and a 4 digit personal identification number (PIN) so that other inmates can't make calls using your account.

You cannot contact anyone who has a current court order (i.e. AVO) in place.

The phone system used in Correctional Centres is known as OTS (Offender Telephone System). You pay for your calls, and there is no limit to the amount of calls that you can make at your expense. Each call is limited to 6 minutes for personal calls, and 10 minutes for legal calls. You won't be able to make another call for at least ten minutes. This gives other inmates an equal opportunity to make calls.

Your phone calls may be monitored or recorded to make sure you are not doing anything illegal over the phone. Calls to your legal representative may be monitored but will not be recorded.

When you make a telephone call, the person will hear a recorded message saying:

*"This is a call from an inmate at ***** Correctional Centre.*





Your call may be monitored. If you do not wish to accept this call you may hang up now. Go ahead please."

Overseas and long distance calls can be made by reverse charge if the person being called agrees to accept the call.

You will not be allowed to receive incoming calls. In an emergency the person should contact the Correctional Centre, and a message will be passed on to you.

■ Mail sent to you

There is no limit to the number of letters and parcels you can receive, but remember, there are limits to the amount of personal property you can keep.

Letters and parcels are opened and inspected for things like drugs, money and cheques. If something is found, it will be taken away by officers as evidence.

Letters are read only if the Governor thinks that they may affect the security of the centre. Extra thick cards, musical cards and letters with stickers will not be passed on to you. Musical cards will be returned to the sender, or, if no

return address is given, will be stored in your private property and marked 'not for issue'. You will be told if this happens.

Letters from agencies like the Ombudsman or Legal Aid are not opened, inspected or read by anyone except you, or someone who has your permission.

If you receive any medical correspondence, please contact the clinic with the letter.



CLINIC

■ Mail you send

There is no limit to the number of letters you can send and you can buy stamped envelopes at your centre. If you have no money, Corrective Services will pay for you to send up to two letters per week.

Write the name and address of the person you are sending the letter to on the front. Write your name on the back but not your MIN or the address of the Correctional Centre. This protects the privacy of your family and friends.





■ Contact with inmates in other centres

Corrective Services will pay for you to send a letter to an inmate in another Correctional Centre. You will be given a plain envelope and you must write the name and MIN and the address of the inmate you are writing to on the front of the envelope. You must write your name, MIN and name of your Correctional Centre on the back of the envelope. Do not seal the envelope as the Governor or an authorised officer is allowed by law to open, inspect and read the contents of the letter.

In some circumstances, approval may be given for you to visit or phone someone in another Correctional Centre. A visit or phone call is a privilege and depends on your behaviour. You should ask your Wing Officer for details.



WING OFFICER

■ Common Auto Dial List (CADL)

Phone access to the following agencies can be made by entering your **MIN**, followed by your **PIN** then choose **option 2**.

Then press the number listed against each agency.

These calls will not be charged to your account.

A full list of the agencies available on the Common Auto Dial List is printed on page 70.



In this booklet, this icon means that you can make a free call using the CADL.





5. Transfers

If you are transferred from one centre to another at short notice, you can ask that either the Reception Room Officers, or a SAPO contact your family, on your behalf, to tell them where you are.



**RECEPTION
OFFICER OR
SAPO**

6. Emergency contact person / Next of kin



It is important for Corrective Services to be able to contact your nominated emergency contact person in the event of an emergency. You need to provide one or two next of kin. If there are any changes to your emergency contact person or next of kin's details (address or phone number), you should tell your Wing Officer.



WING OFFICER





7. Legal services



Prisoners' Legal Service gives legal advice and help to inmates. The Aboriginal Legal Service also gives legal help to Aboriginal or Torres Strait Islander inmates.

Legal Aid solicitors regularly come to most correctional centres. See your Wing Officer to find out which days they visit. You may have to book an appointment. If you need to speak with Legal Aid urgently you can contact them yourself at:



Legal Aid Commission
Prisoners Legal Service
Level 2, 323
Castlereagh Street
Haymarket
Sydney NSW 2000
(02) 9219 5888



**CADL 11
LEGAL AID**



Aboriginal Legal
Service (ALS)
619 Elizabeth Street,
Redfern NSW 2016
(02) 9318 2122



**CADL 12
ALS**

If you are in a country centre, they can advise you about the services available in the area. If you have problems contacting them, your Wing Officer can help you.



WING OFFICER

■ Legal Information Portal

A Legal Information Portal has been installed on the desktop of all inmate computers in Correctional Centres managed by CSNSW. The portal may not be available at your centre as yet, but it will be in the near future. You can use it to find out how to get legal help, arrange legal visits, and get information about:

- police & courts
- drug & alcohol offences
- family law
- driving & traffic offences
- violence and the law





- money matters
- wills, deportations & transfers.

There is a Sentencing Table with examples of typical sentences for different crimes and an explanation of common legal terms. There is information from the Legal Aid NSW website. There is also information on FaCS Housing NSW, Social Security & Centrelink, Employment & Criminal Records, Revenue NSW (formerly State Debt Recovery) fines, and Child Support Agency payments.



Different centres have different ways of accessing the Legal Information Portal, such as 'Green' PCs, laptops, kiosks or touchscreens. Ask your Wing Officer what is available.



WING OFFICER





8. Bail



Bail can usually be entered at the Correctional Centre where you are held or at any Police station or court house. It is advisable that your family or friends contact the court house, police station or Correctional Centre before going there to check what documents or papers they need to take with them.

The court may grant you bail with a number of conditions. Common bail conditions include:

- reporting to police on a regular basis while attending court
- living at a particular residence or rehabilitation centre
- not having contact with any witnesses or victims
- having another person confirm your ability to keep to your bail conditions (see 'acceptable person' below)

Legal Aid can answer any questions about bail.



LEGAL AID



**CADL 11
LEGAL AID**

Your family can also make enquiries with the Clerk of the Local Court in their area.

If you were granted bail by the court but have not been able to contact anyone to assist you meet your bail conditions, or if you don't know what your conditions are, see your Wing Officer or a senior officer.



WING OFFICER

■ **If bail has been granted, but the conditions cannot be met**

You, or someone on your behalf, may apply to the court which set the original bail conditions for a review;

OR

You, or someone on your





behalf, may apply to the Supreme Court for a review of the bail conditions;

OR

If you choose to do nothing, the Governor of your centre will advise the court within 7 days that you have been unable to make bail. The court will then review the reasons for the bail conditions. You may still apply for further review.

■ **If bail has been refused**

You, or someone on your behalf, may apply for bail to the court where the bail decision was made;

OR

To the Supreme Court (Bails division);

OR

You can stay in custody until your next court date.

■ **Bail applications/ reviews**

Applications for bail and review of bail are to be made on the correct Bail Application Form available from your Wing Officer. Make sure the form is signed and dated.



WING OFFICER



BAIL APPLICATION FORM

Changes to the *NSW Bail Act* mean that there is now a limit to the number of times you are able to apply for bail.

You can only apply for a second hearing if:

- you had no legal representation in your first hearing and, as a result, were disadvantaged
- the first application was not lodged officially with a magistrate, or
- the court is satisfied that new facts or circumstances have arisen since the previous application.

■ **Acceptable person / bail guarantor**

The court or an authorised officer requires an 'acceptable person' to complete an *Acceptable Person Form* to say they know you and believe you are a responsible person who will comply with your bail conditions. Once someone has been approved as an acceptable person, they are referred to as the bail guarantor.





It is at the discretion of the court or the authorised officer to decide who is an acceptable person. They will base their decision on the answers given on the *Acceptable Person Form*.

Having criminal convictions does not necessarily exclude someone from being an acceptable person.

The form will ask the following questions:

- How long have you known the accused person?
- What is the nature of your acquaintance with the accused?
- Have you had any criminal convictions?
- Do you have any criminal charges outstanding?
- Do you have any bankruptcy proceedings pending or in progress?
- Are you an acceptable person in any other matters?
- Proof of ownership of money or ability to pay the amount required.

If found acceptable, the bail guarantor will make a formal agreement to agree to forfeit that money if the accused fails to appear at court.

■ Entering bail

Once entered by a bail guarantor, the accused person is eligible to enter into a bail acknowledgement. In some cases, the accused may also be required to deposit or promise to pay an amount of money. You don't need to have proof of ownership in these cases.

In many legal matters, you will be referred to as 'the accused' or 'the defendant' rather than by your name.

The accused will be required to sign a *Bail Acknowledgement Form* as well as a *Security Agreement Form* to acknowledge they understand the conditions of their release on bail.

The accused person must follow the conditions and appear at court on the date specified. Failure to comply with the conditions may result in being arrested and returned to custody.





Failing to appear at court may result in a further fine or imprisonment as well as any penalty for the original offence.

The accused may elect not to enter their bail acknowledgement for any reason and remain in custody (this is common if bail is entered after hours or there is limited transport options.)

■ **Bail variation**

If the accused wishes to change any conditions, they must apply to the court.

■ **Security**

Sometimes the acceptable person has to lodge a sum of money, or deeds to a property, to guarantee that you will comply with your bail. This is known as security. The acceptable person will need to bring some proof that they really have this money or property. They will need to supply a bank statement or mortgage papers.

The following rules apply about security:

- only cash is accepted - no personal cheques

- security that involves property (such as deeds to property) must be produced at the court to enter bail
- Correctional Centres will only process cash security
- proof of where cash came from must be provided

If you have trouble filling in a bail application - please ask to be referred to a Services and Programs Officer.





9. Appeals



Local Court

You have up to 28 days after sentencing to lodge an appeal in the District Court against a Local Court sentence. If you do not put in your appeal within the time allowed, you have to seek permission from the court of appeal by completing an *Application for Leave to Appeal*.



Your Wing Officer can provide you with the appropriate application forms if you wish to lodge an appeal and assist you in contacting Legal Aid.



District or Supreme Court

You have up to 28 days after sentencing to lodge an *Intention to Appeal (Form 1VA)* in the Court of Criminal Appeal.



If you do not put in your appeal within the time allowed, you have to seek permission from the court of appeal by completing an *Application for Leave to Appeal*.





10. Property and purchases (buy-ups)



If you have any questions about anything mentioned below, see your Wing Officer or canteen/activities officer.

■ Smoking

NSW Correctional Centres are SMOKE FREE.

Cigarettes, tobacco, lighters, matches and tobacco related items are banned in Correctional Centres and complexes.

To find out more about the support available, ask

- staff at the Health Centre
- a Services and Programs Officer.



CLINIC



SAPO



CADL 10 Quitline

■ General property

Visitors can leave approved property (such as underwear)

at the Correctional Centre. You can also buy approved items through buy-ups/canteen (see next page).

The amount of property that you are allowed to keep may vary according to the size of your cell, length of your sentence or security considerations.

All valuables like jewellery will have to be sent out to your family or friends - with the exception of a wedding ring or a wrist watch worth \$50.00 or less.

■ Personal property limits

- 2 x property tubs
- there is no limit on the amount of current legal papers





■ In your cell you may have

- clothing issued by Corrective Services
- approved buy-up/canteen items
- approved educational materials
- approved hobby/craft materials
- approved work release material
- furniture and fittings issued/approved by the centre
- approved medication
- approved religious and cultural items
- health information brochures
- medication information

You can find a full copy of the items you can have in your property in Section 4 Inmate Property of the *Custodial Operations Policy and Procedures*, which is available in the inmate library at your centre.

■ Buy-ups (canteen purchases)

You can buy various items through the weekly buy-up system. You can get buy-up forms from your Wing Officer.



WING OFFICER



BUY UP ORDER FORM

Examples of items available include:

- drinks, beverages
- food
- biscuits, sweets
- special dietary requirements
- toiletries, personal hygiene items
- vitamins and dietary supplements

Your Wing Officer can tell you:

- how much you can spend on each buy-up
- what day of the week the buy up forms must be put in
- what days deliveries are made



The day when your buy-up form is due may be different in each centre. Ask your Wing Officer for more information.





It is important that you have enough money in your private cash account before putting in your buy up forms.

If you are uncertain about how much money is in your account, you can request a printout from administrative staff in your centre. Your Wing Officer can contact the accounts area on your behalf (see also Enquiries, Requests and Applications page 57).

Some centres now have kiosks where you can check your own account balance.



WING OFFICER

■ Dietary needs

If your religious faith determines that you have special dietary needs, the chaplain in your centre will provide the most up to date information available so you can buy approved items from the buy-up list. A vegetarian diet is available at all centres (see also Religion and the Chaplaincy Service page 50).



CHAPLAIN

■ Religious items

Approved religious items can be supplied to you by the chaplaincy service. The articles are to be made of wood, plastic or low cost materials and you may be issued with one of any article applicable to your faith (see also Religion and the Chaplaincy Service page 50).

■ Deposits into your inmate trust account

CSNSW does not accept cash deposits in person or by post.

Deposits can be made into your inmate account by cash or debit card at any Australia Post outlet, or online using BPAY. A \$100.00 maximum per deposit applies.

Your family can request a BPAY information pack by phoning the centre where you are located (see inside back cover for phone listing). This pack includes all the necessary forms to set up a transfer.



CSNSW DEPOSITOR REFERENCE REPORT



SAPO





11. Case management



Case management gives you access to the programs and services that meet your needs. It means that you can work with staff to make plans for your time in jail and prepare for your return to the community.

It is important that you participate in case management. It is the way you can show the State Parole Authority and others that you are working on the issues that brought you to jail in the first place. It is up to you to take an active part in case management. If you don't participate in case management, your progression to a lower classification may be affected.

■ Your Service Plan

After you have been screened on initial reception you will be given a Service Plan which will tell you who you need to see and why. These service plans are a short-term plan to help you adjust to custody. If you have a short sentence or just on remand they will also remind you of the things that you have to organise before

returning home. Sometimes a Service Plan is also an Exit Plan.

■ Your Case Manager and Case Plan

If you are sentenced to a period of longer than 3 months you will be allocated a Case Manager who will work with you on a 1 to 1 basis. Initially you will have some assessments conducted and then you will work out an individually tailored Case Plan together. You will get a copy of this (called "My Plan").

Your plan describes some goals that you have worked out with your Case Manager and the things you need to do in order to make some positive changes in your life. You will meet with your Case Manager from time to time to follow up with your plan.





For example, if you came in with an anger/violence issue this will be assessed, you will have some goals and steps to take for how to deal with it (which might include some programs). Your Case Manager will organise for you to attend these and check in with you from time to time to make sure you are completing the steps required to meet your goals.

■ **Your Case Officer**

Besides a Case Manager you will also be allocated a Case Officer. This is a custodial officer who will check in with you every month and see how you are going. This is someone you can see if you have any problems or need advice or assistance about things going on in the wing or at home. They will also be talking with your Case Manager and taking notes about your progress and behaviour.

Their reports, and the reports of your Case Manager will be taken into account when your Classification and Placement is considered.

■ **Access to your case file**

You have the right to supervised access to your case management file. This means you can look through it in the company of your Case Officer, a senior officer or other appropriate staff member. To look at your case file, ask your Case Officer, and they will make arrangements within 14 days. If you don't agree with something you see on your case file, you can write down your side of the story on an inmate application form and have it placed into your file.



CASE OFFICER





Where will you be twelve months after you leave jail?

You have a choice.

You could be back in jail because you broke the law OR you “moved away from crime” and moved on with your life.

Case management helps to get you on the right path and helps you to stay there.

You need to be really honest when you get assessed by staff – it helps to work out the best pathway for you.

Don't tell them stuff you think they want to hear – take it seriously. When you sit down with your Case Manager or Case Officer to plan the different programs you'll do – think about where you want to be 12 months after you leave.

There is a range of programs that have been designed to help you to stay out of trouble – make sure that if your plan says to do them that you do them!

If you don't have any programs on your plan then that's a good thing. Don't try and line up for programs that you might think helps you look good for parole!

Tick off the steps you've achieved when you've done them. For example if your plan says attend the “EQUIPS” program – do it, get what you want from it and move on to the next thing.

Every 12 months (if you are in jail for that long) you will have a “Classo Review” – that's when you will have your case plan reviewed. Work towards earning a C3 and take part in external work, education, day and weekend leave before leaving jail.

Remember - the effort you put in now can make a difference to where you are 12 months after jail. Dream about the life you want to be leading (and keep it real!) and keep working towards what's going to get you there.

And finally - if they keep asking you “*Is this your first time in jail?*” think to yourself and say

“Nope, its my last time in jail”.



CASE MANAGER



CASE OFFICER





12. Inmate classification



Your classification determines which centre you will be sent to. You may lower your classification over time by:

- taking part in programs that address the problems that brought you to goal
- behaving well while in jail, and not committing correctional centre offences (see page 64)
- getting on well with staff and other inmates

Each inmate has his classification and placement reviewed at least once in every twelve months. An inmate may ask for a classification and/or placement review under special circumstances. The Classification and Case Management Review Coordinator in your centre can explain this to you. Each male inmate is classified into one of the following categories:

MAXIMUM SECURITY

Category AA inmates will be confined in special facilities within a secure physical barrier that includes towers or electronic surveillance equipment

Category A1 inmates have to

be kept in special facilities within a secure physical barrier that includes towers or electronic surveillance equipment

Category A2 inmates have to be kept in special facilities with secure perimeter walls that have towers, or other highly secure perimeter structures, or electronic surveillance equipment

Category E1 inmates are escapees who are treated like category A2 inmates

MEDIUM SECURITY

Category B inmates have to be kept behind a secure barrier

Category E2 inmates are escapees who are treated like category B inmates

MINIMUM SECURITY

Category C1 inmates do not need to be confined by a secure barrier as long as they are in the company of an officer or other authorised person

Category C2 inmates do not need to be confined by a secure barrier but do need some level of supervision by an officer or other authorised person

Category C3 inmates do not need to be confined behind a barrier or supervised





13. Have you considered the advantages of being placed in a camp?



If you are sentenced, when you appear before the Classification and Placement Team, you may qualify for a C2 (minimum security) classification. If you meet the criteria you could be given the opportunity of placement in a camp environment at Mannus, Glen Innes, Oberon, Kirkconnell, Brewarrina or Ivanhoe.

Consider the advantages:

- Weekend and Public Holiday visits – no booking required except for Mannus and Oberon.
- Additional External Leave provisions.
- Employment opportunities with potential for a higher wage - for example:
 - Glen Innes - Sawmill and community projects.
 - Mannus - Afforestation work, livestock and agricultural activities, viticulture, horticulture, forklift and tractor operations.
- Ivanhoe - Kitchen, building and ground maintenance, community projects and Mobile Outreach Program.
- All camps provide a range of inmate education and TAFE Courses.



**CLASSIFICATION
COORDINATOR**





14. Offender services and programs



While you are in custody you will have contact with Offender Services and Programs staff. They provide a range of programs and services designed to address your needs in relation to your offence and related issues. Programs are a great opportunity to increase your motivation and develop positive skills to prepare yourself for release.

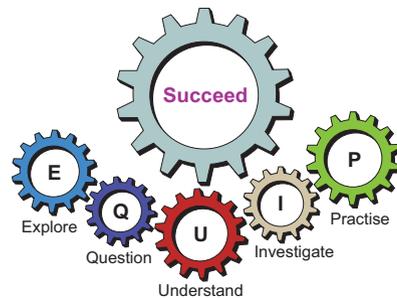
Offender programs focus on different types of offending or offence related behaviour. This might be violence or misuse of drugs. Programs you need to do are determined by assessment (LSI-R) and are written into your case plan at Classification. These programs are compulsory. By completing them you will advance in your classification and have more opportunities such as Day Leave.

■ Programs to address your offending behaviour

EQUIPS:

The EQUIPS Foundation program has 20 sessions. In EQUIPS, you will...

- **Explore** - Why am I here?



- **Question** - What is it about my thinking and beliefs that led me to this group?
- **Understand** - What is it about my emotions and the way I react to events in the world that sometimes lead me to trouble?
- **Investigate** - What is the impact of my thoughts and emotions on my behaviour and how is that linked to my offence?





- **Practice and Plan to Succeed** – How do I make what I learn in this program work for me? How do I plan for my future? Who can support me in my efforts to make these changes?

There are also offence specific components of EQUIPS which you may need to participate in:

- EQUIPS – Addiction
- EQUIPS – Domestic Abuse
- EQUIPS – Aggression

If you would like to know if you are eligible/suitable – see your local Services and Programs Officers.



SAPO

Remand Addiction:

Remand Addiction is an open group based on EQUIPS Addiction and designed to provide addiction support groups to inmates while on remand. If the program is running in your centre and you have a problem with addictive behaviour you would like to begin to address, you can volunteer to participate.



SAPO

■ **Residential therapeutic programs**

If you are sentenced and have been assessed as a medium-high or high risk of re-offending, you may be eligible/suitable for high intensity therapeutic programs such as the Violent Offenders Therapeutic Program (VOTP) or Intensive Drug & Alcohol Treatment Program (IDATP). High intensity therapeutic programs usually run for between 6-12 months in duration within a modified therapeutic community setting. Therapeutic communities are designed to provide you with intensive 7-day-a-week opportunities to work on changing your thinking, feelings and behaviours that lead to your offending.

Your local Services & Programs staff can assist you in referring to these programs. To take part in a high intensity therapeutic program you will be moved to a custodial centre where these programs are run.



SAPO





■ Wellness programs

- **RUSH** - Real
Understanding of Self-help to help you adjust and get better coping skills.
- **Babiin Miyagang** -
Indigenous program for pops, uncles and dads.
- **Out of the Dark** - For women victims and survivors of domestic abuse.

■ NEXUS

NEXUS aims to provide information and resources to prepare you for re-entry to the community. It is made available to all offenders within six months prior to release. Through NEXUS, you are guided through CSNSW's Exit Checklist that contains information on various areas where you might need help to be able to easily re-enter the community. For example, you are provided guidance on how to get identification cards, how to deal with Centrelink, how to open a bank account, how to find a job, and where to go in case you have no accommodation.



■ Alcohol and Other Drug (AOD) programs

Many inmates come into custody who have problems with alcohol and/or drugs or gambling. This may have contributed to the reason you have been convicted and given a custodial sentence.

Addiction programs or addiction support groups run in many centres.

Speak to a member of the Services and Programs staff or your Wing Officer about the programs available at your centre. You can also be referred to people who can continue to help you after your release.



■ Correctional Centres with special programs

Specialised programs are available to sentenced inmates who want to change their lifestyle and avoid jail in the future. The case plan that you develop with staff may say that you should get involved in a specialised program. If so, the State Parole Authority will want to see that you have completed the program when you come up for parole.





Some examples of the specialised programs include:

- Sex offender program (for example CUBIT, CORE or Deniers)
- AOD programs such as the Compulsory Drug Treatment Correctional Centre (CDTCC) or Ngara Nura
- High Intensity Program Units (HIPUs) for short sentenced inmates.

There are also Acute Crisis Management Units at Bathurst & Long Bay with programs and a psychologist for inmates who are in crisis or at risk of harming themselves.

■ **Young Adult Offender programs**

If you are between the age of 18 and 25 you may be eligible for the young adult offender program. You can ask your reception committee or Wing Officer to give you details of the program, or you can watch the video 'Gurnang Life Challenge' if there is an inmate TV channel in your centre. For those who successfully complete the Gurnang Life Challenge at Oberon Correctional Centre there are day and weekend leave benefits.

Adult nucleus/mentor inmates

If you are more than 25 years of age you may be eligible to become an adult nucleus inmate at Oberon Correctional Centre. This involves working with Correctional Centre staff and young adult offenders.

Adult worker inmates

If you are more than 25 years old, and have a C2 or C3 classification, you are eligible to become an adult worker at Oberon Correctional Centre.

■ **Aboriginal programs**

Nura Warra Umer - Goulburn Correctional Centre

This program is part of a CSI business unit where inmates are employed to develop Aboriginal production items while having the opportunity to create their own individual artwork for private sale. The business unit is in a non-classroom environment. It aims to give you a better understanding of yourself and to learn strategies through cultural activities to assist you when you are released. You must hold a maximum or medium security





classification and not currently on methadone or stabilising medication. You must not have any recent serious Correctional Centre charges.

***Girrawaa* – Bathurst Correctional Centre**

Girrawaa is a program for inmates with artistic talent. It is also for those inmates who are not familiar with developing artwork but are keen and prepared to learn. You must hold a minimum security classification and be prepared to work in the area of arts and crafts. You must not have any recent serious Correctional Centre charges.

***Gundi Program* – St Heliers Correctional Centre**

The Gundi Program allows you to participate in real construction work to gain experience and qualifications. The program has a community focus.

You must hold a minimum security classification and not currently on Buprenorphine or Methadone. Other criteria for the program include:

- More than 6 months left to serve with no outstanding court/appeal matters.
- History of good work

ethic in a correctional environment and positive case notes.

- You must undertake an Educational Assessment for Traineeship suitability and found to be a suitable candidate prior to being classified to St Heliers (there are also non-traineeship places available).
- No serious offences in custody since last classification review.
- Inmates on medication for mental health will need to be assessed by Justice Health prior to being able to work in the building industry.

***Warakirri* – Ivanhoe**

This program provides realistic opportunities for Aboriginal inmates to learn and gain a much greater insight into Aboriginal culture. There is also the opportunity to gain trade skills and qualifications for future employment for reintegration back into the community. You must be a sentenced inmate with 3 years or less to serve on your sentence. You need to be a minimum security classification and not





designated as a serious or public interest inmate. If you have been convicted of a sexual offence or on the methadone program you will not be able to participate in this program.

Yetta Dhinnakkal – Brewarrina

Yetta is a specialised program providing realistic opportunities for you to learn and gain insight into Aboriginal culture. It provides educational, vocational, cultural and spiritual programs for Aboriginal inmates. You will also have the opportunity to gain trade skills and qualifications for future employment for reintegration back into the community. The criteria for the program is:

- Young Aboriginal offender (18-25)
- Minimum security classification with a non-parole or fixed term of custody of 2 years or less remaining to serve.
- Commitment to addressing Alcohol and Other Drug issues and offending behaviour.
- You must not be convicted of a sexual offence or an offence involving a

dangerous weapon.

- Not be on Methadone.
- You must not have more than one (1) previous period in custody.

Never Going Back – Long Bay Correctional Complex

The Tribal Warrior Association and the Redfern Police Local Area Command in partnership with CSNSW implement the Never Going Back (NGB) program. This Program assists selected Aboriginal offenders in their transition to community living.

Participants are given access to exercise programs, training programs and practical experiences through structured opportunities for Aboriginal inmates to connect with the community in which they intend to reside in upon release from custody.

- Sentenced C2 and C3 male inmates
- Clean urines for 3 to 6 months prior to commencing the program
- Inner Sydney City area connection preferred
- Aboriginal inmates preferred
- Application for working





with children to be in process

- No sex offenders
- No buprenorphine, methadone or opiates.



SAPO



RAPO / ELDER

■ Support services

Services and Programs staff can assist you with personal or family problems. They may provide a link to families in the event of crisis, family breakdown, major illness or death of a family member.

Travel assistance forms can be sent to your immediate family by Services and Programs staff. If they are eligible, some financial assistance can be provided to help with the cost of travel and accommodation. Speak with a Services and Programs Officer.

Ask your Wing Officer how to make an appointment.



WING OFFICER



SAPO

■ Education Programs

Education is a good use of your time while you are in custody. You can improve your reading and maths skills, learn trade skills and develop other valuable skills to help you get a job on release. If you want to participate in education programs you will need to do a core skills assessment so the education staff can help you plan what courses will be best for you.

■ Intensive Learning Centres

Intensive Learning Centres are located at Mid North Coast Correctional Centre, South Coast Correctional Centre, Wellington Correctional Centre and Lithgow Correctional Centre. The Intensive Learning Centres are full time 6 month education programs to assist in developing your skills so you participate in further education and work opportunities.

■ Foundation Skills Programs

Foundation Skills Programs will help you improve your reading, writing and maths skills. There are also courses to help you to be able to use computers and the internet.





You can gain a nationally recognised qualification that will help you get into TAFE and University courses or to get a job when you are released.

■ Vocational Training Programs

If you are working in Corrective Services Industries (CSI) you can participate in training that will help you do the work and may also improve your chances of getting a job when you are released. Some of the courses available include forklift, skid steer, white card, civil construction and chemical handling.

■ Traineeships

Traineeships can be completed in a range of Corrective Services Industries including clothing production, construction, engineering, hospitality, kitchen operations and transport.

■ Tertiary (Distance) Education

You might be able to participate in distance education programs if the courses available at the correctional centre do not meet your needs.

■ Driver Knowledge Test

In the last 6 months of your sentence you might be able to complete the driver knowledge test so that you can get a Learner Permit when you are released.



WING OFFICER



EDUCATION

■ Library

Each centre has a library with a range of fiction, non-fiction and reference books as well as the Legal Toolkit.

Additional legal information, including various pamphlets, Sentencing Tables, Legislation and the Custodial Operations Policy and Procedures is provided through the Legal Info Portal which is found on the Offender Computer Network (Citrix).



If you can't access the library, you will be able to borrow books from a trolley which visits regularly.





The Metropolitan Remand and Reception Centre has a Legal Library that provides a Legal Information Service to assist all inmates to research matters related to their case. Education staff can assist inmates with sending their requests to the MRRC Library.



EDUCATION

■ Can I have access to a computer?

All education units have computers for your use in classrooms and libraries. If you are not enrolled in an IT course, you will need to arrange to use a computer for legal research (via the Legal Portal), to write a letter, improve your English or learn to type.

Some newer prisons have computer access in your cells. Ask your Wing Officer about the best way to get access to a computer in your centre.



WING OFFICER

Most computers are connected to an internal network. This means you can store all your information in your folder and access this from any centre on the network.

Computers are not connected to the internet and there is no email available.

■ Psychology services

Psychologists can help with all sorts of problems – like feeling worried, hopeless, angry, confused or out of control. They can also help you to understand some of the reasons you get in trouble, and can help to get you ready to do programs that you have been told to do as part of your case plan, or to get ready for getting out of custody. Some Psychologists also provide specialised programs for offenders with specific offence patterns, such as sexual and violent offending.

■ If you're not coping...

If you feel you are not coping, tell someone. There is a specialist team, the Risk Intervention Team (RIT) whose job it is to address any crisis issues and help you explore options available to you.



ANY STAFF

If staff feel you are not coping, you will be seen by the RIT within 24 hours. You can also make a free telephone call to the Mental Health Line.





! If you become aware that another inmate doesn't seem to be coping - tell Justice Health staff or any staff of Corrective Services.

While you are in custody there are people around such as clinic nurses who are able to refer you to a psychiatrist or psychologist for help.

 **CLINIC**

 **CHAPLAIN**



**CADL 09
MENTAL HEALTH
HOTLINE**

Mental health issues like depression, can affect the way you feel or behave. You may feel tense, scared or sad.

You also might find it difficult to cope with day to day routine or work.

Other things you might experience are:

- sleeplessness
- loss of motivation and energy
- mood swings
- feeling guilty, sad and/or worthless, or
- eating a lot less or a lot more food.

■ **The Approved Counselling Service, inside and out**

Counselling is available for those who have histories of experiencing violence, including domestic violence and sexual abuse, in childhood, adolescence and adulthood. You could have been a witness, a victim or you had to help someone in a violent situation. The Approved Counselling Service provides 10-22 hours of free counselling to victims of violent crimes that have occurred in NSW. Counsellors from outside CSNSW visit Centres to provide one-to-one counselling that can be continued when you are released. Talk to the Welfare Officer, Case Management Officer or SAPO about organising a referral.





■ **Victims Compensation scheme**

If you have been the victim of an act of violence in NSW which did not occur whilst you were serving your sentence in prison and you have not been compensated in any other way for this crime, you may be eligible for financial compensation from the Government. There are conditions and exceptions so talk to your lawyer to find out if you are eligible to make an application.





15. Work and Development Orders



A Work and Development Order (WDO) is made by Revenue NSW (formerly State Debt Recovery / Office of State Revenue). A WDO enables eligible inmates to work off their fine debt through certain activities.

Corrective Services NSW is an approved organisation for administering the WDO scheme.

Normal screening and assessment processes will identify if you are eligible for programs and services available in jails.

■ What sort of debts can I reduce or pay off?

Examples include: parking fines, fare evasion, smoking in smoke-free areas, littering, drinking alcohol in a dry zone, court fines, driving an unregistered car.

■ What type of approved activities contribute towards a WDO?

- An educational, vocational or life skills course;

- Financial or other counselling; or
- Drug or alcohol treatment.

■ How can I apply for a WDO?

The application process is easy and there is no hard paperwork. Offender Services and Programs staff can assist you to apply.





16. Employment



All sentenced inmates (including inmates on appeal) are expected to participate in work programs. There are some employment and vocational training programs available, such as Work Readiness, to help you learn new skills. This can also help you find work after release.

If you have special skills or a trade that you wish to use, inform your Case Manager, Wing Officer or Classification. Everyone is encouraged to work and learn new work skills while in custody.

■ Wages

Wages are based on a 5 day, 30 hour working week at the minimum rate of \$17.76 and the maximum rate of \$70.02.*

Camp wages start at \$25.38 to a maximum of \$80.40 per week.*

Inmates who want to work or attend programs but can't because there are no places available, receive \$15.51 per week.*

If you refuse to participate in work or programs, OR, if you have been sacked from a job, you will receive no wage.

Remember that your behaviour and work reports will be continually reviewed for the purposes of case management, classification, pre-release programs and recommendations about parole release.



WING OFFICER



CLASSIFICATION COORDINATOR



INDUSTRIES / CSI

* (Up to date as at May 2017)





17. Community Corrections (Parole)



Community Corrections/Parole Officers are attached to all Correctional Centres and work with offenders who will be released to supervised parole. They make pre-release arrangements and prepare reports for the State Parole Authority (SPA) or the Commonwealth Attorney General's Department in the case of federal offences.

There are two types of parole:

- **Automatic parole** - if your sentence is three years or less with a parole period, you will be released to parole without review by the State Parole Authority (SPA). Although release is automatic, there are still requirements you will need to meet, such as having suitable accommodation to go to.
- **Parole reviewed by the SPA** - if your sentence is more than three years with a non parole period, the SPA will consider a range of information, including a report from a Community Corrections Officer, before deciding whether you will be released to parole.

A Community Corrections Officer will be assigned to your case soon after sentencing for assessment and case planning. You will then be assigned a Community Corrections Officer 6 months before your earliest release date if you have automatic parole, or 12 months before your earliest possible review date if your parole will be reviewed by the SPA.

When it is time for you to be released, the Community Corrections Officer will explain your parole conditions and make arrangements for you to report to a Community Corrections office in the community.





Transfer of Parole to another State

If you are planning to live in another state after your release, you should let your Community Corrections Officer know as soon as possible as transfers to other states take a long time to process. There is no guarantee

that the other state will accept your transfer and alternative arrangements may need to be made.

To make an appointment to see your Community Corrections Officer, see your Wing Officer.



WING OFFICER

18. Restorative Justice



Restorative Justice brings together those who have a stake in a particular offence: the victim, the offender and their families and friends.

In a victim-offender conference, you can meet with the victims of your crime to take responsibility for what you did, hear how they have been affected or to make amends in some way.

In a family group conference, you and your family together can sort out any problems or issues about your crime before you return home; this can help make your return easier for everyone.

You can apply for these programs from any prison at any time during your sentence.

For more information, discuss your interest with a Services and Programs Officer and request a copy of the pamphlet 'Victim Offending Conferencing' and a referral form.



SAPO

You or a staff member can call the Restorative Justice Unit and arrange for someone to visit you to talk about the programs.



**Restorative Justice Unit
(02) 8346 1054**





19. Religion and the Chaplaincy Service



Corrective Services recognises and encourages the right of inmates to practice their religious faith. Contact with chaplains and religious and community organizations is an opportunity for you to establish important social and post release supports.

There are chaplains from different faiths and denominations in most Correctional Centres to provide spiritual support and guidance. The resident chaplain can arrange for a chaplain of your faith to see you.

Chaplains arrange religious services and celebrations at significant times and can advise you on Corrective Services' policy regarding cultural and religious events.

Chaplains also facilitate and issue religious books of faith and approved religious items. The chaplain will make sure that any religious items that are issued to you are put on your property card before you are moved to another Correctional Centre.

The chaplains offer inmates

a range of programs such as Grief and Loss and Positive Lifeskills, and in many Correctional Centres sponsor the Kairos Program and other religious correspondence courses. Ask your chaplain about what's available at your centre.

The chaplains offer pastoral care and support to all inmates regardless of faith or tradition. They can also arrange for support from Prison Fellowship and other organisations, especially for those who do not have family or friends who are able to visit or support them.

Alongside Corrective Services staff, the chaplain is a good person to talk over your post release plans. The chaplains have many links with community organisations that may be able to assist you.





20. Language and cultural services



Inmates from culturally and linguistically diverse (CALD) can have access to variety of programs and services whilst in custody. They include access to education, programs to address their offending behaviour, interpreter services and to information in community languages.

■ Access to education and program services

While in custody, you can access a range of education and offender programs to improve your literacy and address your offending behaviour. Speak with the Services and Programs staff for referral to the appropriate program.



SAPO



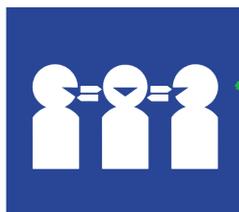
EDUCATION

■ Interpreters

If you or your cellmate has a problem communicating in English, you can request an interpreter. Interpreter services are available 7 days a week/24 hours a day for interviews with staff, legal interviews, medical consultations, classification and for other official purposes. All interpreter services are offered for free.



ANY STAFF



**Staff can call TIS - 1800 131 450
24 hours a day at no charge to you.**





■ Foreign Nationals

If you are a foreign national, a Services and Programs Officer can help you contact your embassy or consulate for assistance. If you have little or no support from family and friends, in some instances, arrangements can be made to put you in touch with one of the community support groups.



SAPO

■ Not an Australian Citizen

If you are not an Australian citizen, you may be of interest to the Department of Immigration & Border Protection (DIBP). If you are of interest to DIBP, you may be removed (lawful non-citizen-permanent residency type visa) or deported (unlawful non-citizen -temporary visa) from Australia when your sentence finishes.

If you need more information, you can ask the Classification and Case Management Review Coordinator in your centre for assistance. You can also ask for legal assistance from Prison Legal Service. Ask the centre Services and Program Officer for assistance.



SAPO



CASE OFFICER

■ International Transfers

Australia has inmate transfer arrangements with over 60 countries. If you are a foreign national, you may be eligible to serve your sentence in your country of citizenship.

You must be sentenced and have at least six months left to serve.

Speak with the Services and Programs Officer at your centre for more information about the International Transfer of Prisoners Scheme.



SAPO





21. Statewide Disability Services (SDS)



If you have a disability, or if you know of someone who has a disability, Statewide Disability Services (SDS) which is part of Corrective Services, work with staff at Correctional Centres to help.

■ **SDS can help with:**

- Programs and work
- Case management
- Post release services
- Letting courts know if you need extra help
- Placement

SDS have staff trained to help with all disabilities.

The disabilities may be a problem with:

- a cognitive impairment like intellectual disability that makes it hard to learn
- a head injury
- serious problems with memory that makes it hard to look after yourself
- having serious difficulties with vision or being blind
- having serious difficulties with hearing or being deaf
- having physical impairments including

spinal injuries, amputations and difficulty with mobility that makes it hard to look after yourself.

SDS may work with Justice Health & Forensic Mental Health Network to help you get specialist equipment from NSW Health when needed.

If you need help with any disability, speak with any staff member.



ANY STAFF



SDS work with service providers like the National Disability Insurance Scheme, Ageing Disability and Homecare, Vision Australia, Guide Dogs NSW, Deaf Society, Aged Care Assessment Teams (ACAT).





22. Family, Friends and Children's Visitor Support Service



■ SHINE for Kids

SHINE for Kids provides a service across multiple Correctional Centres for children of inmates and their families.

Services include:

- Family, Friends and Children's Visitor Support Centres operating at least 3 days per week (at nominated sites)
- Providing supervision and support for children when their parent/carer is visiting an inmate (only at sites with Family, Friends and Children's Visitor Support Centres)
- Support, information and referral services
- Specific services for Aboriginal children and families
- Assistance, supervision or accompanying a child to visit an inmate
- Creative and engaging activities for children

- Supporting and providing activities during the visits (inside the Correctional Centre)
- Child and Parent Activity days
- Providing information and/or assistance to families and friends on visiting requirements

Locations of the Family, Friends and Children's Visitor Support Centres

- Silverwater Complex (Metropolitan Remand and Reception Centre, Dawn De Loas and Silverwater Women's Correctional Centres)
- Windsor Complex (Outer Metropolitan Multi-Purpose, John Morony and Dillwynia)
- Cessnock Complex
- South Coast Complex
- Mid North Coast Complex
- Bathurst Complex
- Goulburn Complex





- Wellington Correctional Centre
- Parklea Correctional Centre
- Junee Correctional Centre

Shine can be contacted by family members:

inquiries@shineforkids.org.au

The website is
www.shineforkids.org.au



(02) 9714 3000

■ **Community Restorative Centre - CRC**

CRC is funded by CSNSW to provide the Contact Coordination and Support Service. This service provides support to the families, friends and children seeking to visit an inmate including:

- Providing vouchers for transport to help families visit Correctional Centres
- Family casework support service
- Telephone Information and Referral Service

■ **Prisoner's Aid Association**

Prisoner's Aid Association provides a property collection and storage service for newly received inmates at the following locations:

- Emu Plains CC
- Parklea CC
- Compulsory Drug Treatment Correctional Centre (CDTCC)
- Dawn De Loas CC
- Dillwynia CC
- John Morony CC
- Outer Metropolitan Multi-Purpose Correctional Centre (OMMPCC)
- Kariong CC
- Long Bay CC
- Metropolitan Remand and Reception Centre (MRRC)
- Silverwater Women's CC

The storage service is for smaller items and does not include whitegoods (i.e. fridge) or furniture.

Inmates must collect their property within three months of release or the property will be disposed of.





This service is available to inmates who have no family or friends who are able to assist with collecting and storing their belongings while they are in custody.

Inmates with family or friends support should ask them to assist with any storage issues.

■ **Housing / Homelessness Support**

There is a new Statewide Telephone Service to assist people who need accommodation.



Link2Home
1800 152 152 -

24 hours a day once released.

Link2Home will assess your needs and make referrals to specialist homelessness accommodation, temporary accommodation, housing providers and support services. Link2Home has access to where vacancies are available in relevant services.





23. Enquiries, requests and applications



While you are in custody, you may want to:

- enquire about Corrective Services' administration
- request certain information
- apply to do something
- complain about something

The Four Steps

■ Step 1: See your Wing Officer

Your Wing Officer can answer many of your concerns or interests, in the first instance. Some of your inquiries might have to be referred on to others, and might take a few days or longer for you to get an answer. You may also be asked to fill in a form.



WING OFFICER

■ Step 2: Fill in a form

- the *Inmate Request Form*
- the *Inmate Application/Statement Form*

All written requests, enquiries and complaints are entered into a register, which is

checked once a week by a senior officer. Keep a record of the date you submitted your form, and to whom you gave it. Where possible, you will be given a photocopy of your form, but it is not always possible for this to happen.



INMATE APPLICATION FORM

■ Step 3: See your Wing Officer or Overseer

Some enquiries, requests and complaints have to be referred to a senior officer. For example: if you wish to change accommodation, request an additional visit or a special phone call, or if you want to speak to the Governor.

Sometimes the supervising officer may be able to talk to you about your issue within 24 hours of you raising the matter. In some Correctional Centres your name will be entered into an appointment book.

Give the supervising officer





time to look into your issue and to talk to staff about it. Lots of staff work to a roster in Correctional Centres and many administrative and clerical staff do not work on weekends. Some issues have to be considered by the supervising officer first, who then has to refer it to the Manager of Security or Governor for a decision.

This means that it may take some days for the supervising officer to get an answer to you.



WING OFFICER OR OVERSEER

■ Step 4: Call the Corrective Services Support Line

If your issue is still not sorted out, then you are welcome to telephone the Corrective Services Support Line (CSSL) by dialing:



**CADL 01
CSSL**

CSSL is available in all centres. The role of the CSSL is to record feedback (that is, enquiries, complaints, comments, and compliments) from inmates and to help

inmates resolve problems. The CSSL is not a “first point of call”. If you have a problem or an enquiry, you must go through steps 1, 2 and 3 above, before you ring the CSSL.

In a genuine emergency, or for complaints about Justice Health, you may call the CSSL directly.

The CSSL will not accept anonymous telephone calls. You will need to identify yourself. The CSSL is not able to overturn a decision made in accordance with CSNSW policy by a Governor.

The CSSL will forward your complaint to the most appropriate area for response. You will be asked to call back after three working days for the response.

■ Taking it further...

Depending on the circumstances, you may want to speak to someone else about the problem. The following is a list of possible resources for you to refer to.

■ Official Visitors

Official Visitors are community representatives, appointed by the Minister responsible for Corrective Services to visit





Correctional Centres.

Official Visitors listen to inmates' enquiries and complaints and try to resolve them at the centre.

At least one Official Visitor visits each Correctional Centre and in larger centres there may be three or four.

Official Visitors do not work for Corrective Services NSW.

What do Official Visitors do?

Official Visitors examine the centre to make sure the buildings, including the cells and grounds are clean and tidy and kept in good condition.

What kinds of enquiries and complaints do Official Visitors deal with?

Inmates can talk to Official Visitors about any problems to do with their treatment and care.

Inmates who talk to Official Visitors will be treated with respect. Official visitors do not tell anyone else if an inmate has talked to them or what it was about unless it is necessary to get the inquiry or complaint sorted out.



Inmates do not have to tell staff what they have talked to an Official Visitor about.

When can Inmates see Official Visitors?

Official Visitors generally visit centres fortnightly.

Official Visitors cannot deal with inquiries or complaints from Category AA or Extreme High Risk Restricted inmates.

■ The NSW Ombudsman

The Ombudsman can investigate conduct that may be:

- illegal
- unreasonable
- unjust or oppressive
- improperly discriminatory
- based on improper motives or irrelevant grounds
- based on a mistake of law or fact
- is otherwise wrong





The Ombudsman can't review decisions made by courts, ministers, or the State Parole Authority. The Ombudsman can refer matters on to the Police or the Independent Commission Against Corruption (ICAC). Letters to and from the Ombudsman are confidential and cannot be opened by centre staff.

You can write to the Ombudsman in any language and translation will be arranged. Telephone calls to the Ombudsman will not be monitored.



**CADL 08
NSW
OMBUDSMAN**



**NSW Ombudsman
Level 24
580 George Street
SYDNEY NSW
2000**

NOTE: In most Correctional Centres the telephone number of the NSW Ombudsman has been programmed so that you only need to press a speed-dial number. Check at your centre. These calls are free and in addition to your regular call entitlement.

■ Medical complaints

Complaints about medical or dental issues should first be directed to the Nursing Unit Manager (NUM) at your centre.

Family members can contact Justice Health on:



(02) 9289-2970 (ask for the Patient Liaison Officer).

Or write to:



**Chief Executive
Officer
Justice Health
PO Box 150
MATRAVILLE
NSW 2036**

For specific complaints about Mental Health Services, you are advised to contact:



**CADL 09
MENTAL HEALTH
HOTLINE**

If you are still not satisfied with the response to your medical complaints you should contact:



**CADL 17
HEALTHCARE
COMPLAINTS
COMMISSION**

and ask for the Enquiry Officer.





■ **The Law Enforcement Conduct Commission (LECC)**

The LECC investigates matters involving misconduct by officers and staff of the NSW Police Force and the Crime Commission.

There are two ways you can make a complaint about NSW Police Force or Crime Commission officers while you are in custody:



**CADL 19
LAW
ENFORCEMENT
CONDUCT
COMMISSION**

Note: Calls to the LECC number are free and are not monitored by Corrective Services NSW staff.



**LECC
GPO Box 3880
SYDNEY
NSW 2000**

Note: Prison officers will provide access to pen, paper and an envelope addressed to the LECC and then organise for your sealed letter to be sent to the LECC unopened.

Prison officers must report your complaint to the LECC.

All letters to and from the LECC are confidential and cannot be opened by Corrective Services NSW staff. If you get a letter from the LECC, you will be asked to sign a cover sheet to say it has been received and not opened. This is then placed on your file and acts as your receipt.



WING OFFICER





24. Sentence details



You can ask at Classification time about your sentence details as they will have a copy of your warrant at this time. There is more information about case management on page 27.



WING OFFICER



CLASSIFICATION COORDINATOR



CASE OFFICER

25. Victims' Support Levy (VSL)



If you are convicted of a criminal matter in a NSW court which is punishable by imprisonment, you will have to pay a Victims Compensation Levy (VSL). The details of the VSL will be recorded on your warrant from the court.

The court will calculate the VSL as follows:

- Local Court:
\$76.00 each conviction
- District Court:
\$169.00 each conviction

The Inmate Accounts System can make automatic deductions from your earnings each week, so don't be surprised if you see this deduction on your account. The amount deducted will depend on the amount of money you earn.





26. Your rights and obligations



Rights	Obligations
<p>You have the right to expect that you will be treated with respect, impartiality, and fairness by all staff.</p>	<p>You have the obligation to treat others, both staff and inmates, in the same manner as you expect to be treated.</p>
<p>You have the right to expect to be informed of the rules, procedures, and schedules concerning the operation of the centre.</p>	<p>You have the obligation to abide by them.</p>
<p>You have the right to expect freedom of religious affiliation and voluntary religious worship.</p>	<p>You have the obligation to recognise and respect the rights of others in this regard.</p>
<p>You have the right to expect a bed to yourself, clean linen and clothing, access to shower and laundry facilities for cleanliness.</p>	<p>It is your obligation to maintain neat and clean living quarters and clothing, and to keep a good standard of personal hygiene. It is also your responsibility to maintain shower/laundry facilities in a clean and tidy manner.</p>
<p>You have the right to receive visits and correspond with family members and friends.</p>	<p>It is your obligation to conduct yourself properly during visits and not to accept or pass, or conspire to accept or pass, contraband.</p>





Rights	Obligations
<p>You have the right to expect to participate in education, vocational training and employment as far as resources are available, and in keeping with your interests, needs and abilities.</p>	<p>You have the obligation to abide by the regulations governing access to such services or activities if you choose to make use of them.</p>
<p>You have the right to expect a healthy and safe work environment.</p>	<p>You have the obligation to report hazards, accidents, and injuries, to follow instructions for safe work practices and maintain and use equipment provided for health and safety.</p>
<p>You have the right to expect to be heard on issues that affect you.</p>	<p>You have the obligation to make yourself heard in a manner that is not detrimental to the good order and security of the centre, i.e. through established channels or by taking a proactive approach and participating on inmate committees which lead to improvement of the individual, the system and its processes.</p>
<p>You have the right to have possessions, which were legally purchased or acquired according to the property policy of the Corrective Services NSW.</p>	<p>You have the obligation to ensure that any article in your possession is not altered to be used for other purposes and that it was legally issued or obtained.</p>
<p>You may expect health care, including nutritious meals, regular exercise and dental treatment.</p>	<p>It is your obligation to seek medical and dental care as you need it, use the facilities for exercise, avoid the use of harmful substances and not to waste food.</p>





27. Correctional centre offences



The *Crimes (Administration of Sentences) Regulation 2014* specifies correctional centre offences. A copy of this legislation is available to inmates in all correctional centre libraries.



LIBRARIAN

Each centre has its own local rules which will be explained to you at the centre when you arrive.

If you have questions about any aspect of conduct and discipline, ask your Wing Officer.



WING OFFICER

Complying with the rules of the centre will assist toward progression to a lower classification and may give you access to the work release program or day/weekend leave once you have reached the appropriate security level.



28. Change of name



If you were born in NSW or overseas and you are thinking of changing your name you need to know about a change in the *Births, Deaths and Marriages Registration Act 1995* that applies to inmates in the care or under the supervision of CSNSW or the Mental Health Tribunal. The changes affect the way you apply to register a change of name.

If you want to change your name you must first get approval from the Commissioner to submit a change of name application to the NSW Registrar of Births, Deaths and Marriages.

It is an offence for you, or someone on your behalf, to submit a change of name application to the NSW Registrar or to the Registrar of another state without first getting the approval of the Commissioner.

If you wish to change your name, ask the SAPO or Wing Officer to give you the application forms to submit to the Commissioner.



CHANGE OF NAME APPLICATION FORM



SAPO

Once you have filled the applications out, give it back to the SAPO or Wing Officer.



WING OFFICER

The Commissioner will advise you, in writing, of the result of your application.

If the Commissioner approves your application, it will be forwarded to the NSW Registrar.

It is important to understand that approval from the Commissioner doesn't mean that your change of name application has been approved by the NSW Registrar. The NSW Registrar will still need to assess your change of name application and make a decision and you will be told of the decision in writing.





29. Glossary



- AOD.....alcohol and other drugs
- Buy-ups.....the system for the private purchase of approved items and food for inmates
- CADL.....Common Auto Dial List
- CALD.....Culturally and Linguistically Diverse
- CMTCase Management Team
- Contraband.....any banned or unauthorized items in a correctional centre (such as money, drugs, mobile phones, weapons, and some food items, etc)
- CNSP..... Care Navigation Support Program
- CRC.....Community Restorative Centre - previously “Justice Support”
- CSSL.....Corrective Services Support Line
- CUBIT/CORE.....Custody Based Intensive Treatment program for sex offenders (& outreach support program)
- DIAC.....Department of Immigration & Citizenship
- Governor.....the most senior Custodial Officer within a Correctional Centre. Also known previously as the General Manager.
- ICACIndependent Commission Against Corruption
- IDCInmate Development Committee
- JH&FMHN.....Justice Health & Forensic Mental Health Network





Knock-up buttons..in-cell alarms for use in emergencies

LECCLaw Enforcement Conduct Commission

Mainstream.....general area of the jail

NUM.....Nursing Unit Manager

OTSOffender Telephone System (formerly CTS)

OV.....Official Visitor - members of the public who receive inquiries and complaints from inmates

RAPORegional Aboriginal Programs Officer

RIT.....Risk Intervention Team

SAPO.....Services and Programs Officer

Security.....property or money to be lodged as a condition of bail

SDSStatewide Disability Services

Suretyis an 'acceptable person' who has been approved by a Justice of the Peace or authorized officer

TIS.....Telephone Interpreter Service (available in all centres)

TAFE.....Technical and Further Education

Transgendera person who identifies and lives as a member of the opposite sex

VSLVictims Support Levy

VOTP.....Violent Offenders Therapeutic Program

Wing Officer.....Custodial staff assigned to each accommodation area within a prison





Common Auto Dial List (free calls)

Phone access to the following agencies can be made by entering your **MIN**, followed by your **PIN** then choose **option 2**. Then press the number listed against each agency.

01	CSSL (Corrective Services Support Line) (For queries or complaints that were not resolved at local level)
02	Law Access NSW (to transfer to Tenants Advice and Advocacy Service NSW, Prisoners legal advice, and general advice)
03	NSW Hepatitis Infoline
04	Oral Health (for booking a dentist and dental emergencies)
05	Justice Health Patient Health Inquiry (formerly CNSP, for advice on chronic health problems, patient information booklets)
07	ICAC - Independent Commission against Corruption (for reporting suspected corruption in public sector)
08	NSW Ombudsman (for last resort complaints against the Centre)
09	Mental Health (concerns about your mental state, receive counseling or to enquire or make complaints about mental health services)
10	Quitline (help with quitting smoking)
11	Legal Aid NSW (for independent advice and assistance in matters like bail, appeals, legal aid, parole, classification and other prison issues. Additionally, give advice and assistance in other areas of prisoners' lives such as family law and civil law (fines, debt, housing)
12	Aboriginal Legal Service NSW (assist Aboriginal and Torres Strait Islander men, women and children through representation in court, advice and information, and referral to further support services)





13	Commonwealth Ombudsman (for when you believe you have been treated unfairly or unreasonably by an Australian Government department/agency such as Australia Post, Centrelink, Child Support (DHS), and Department of Immigration and Border Protection)
14	Revenue NSW (formerly State Debt Recovery (SDRO) - to discuss payment of parking and other fines, including court fines)
15	Child Support Agency (for information on assessment and collection of child support under the Australian Government's Child Support Scheme)
16	FaCS Housing NSW (for information on social/public/community/Aboriginal housing and to notify of change in circumstances)
17	HCCCIL (Health Care Complaints Commission Inquiry Line) (for concerns about the quality of the health care provided to yourself or a family member or friend)
18	ATO - Australian Tax Office (for Tax Packs Only)
19	LECC - Law Enforcement Conduct Commission (for concerns relating to misconduct and maladministration within law enforcement in NSW)
20	Wirringa Baiya Legal Centre (for free community legal information and free confidential legal advice as about issues including family law, discrimination, care and protection and case work for victims of violence including survivors of domestic violence, adult and child sexual assault). Available at Silverwater, Emu Plains, Bathurst, Broken Hill, Mid North Coast, Dillwynia, Wellington and Mary Wade
20	Alcohol and Drug Information Service - available at Junee
20	Aboriginal Legal Service Newcastle - available at Cessnock, Shortland and Hunter
21	Women's Legal Services - available at Silverwater Women's, Emu Plains, Bathurst, Broken Hill, Mid North Coast, Wellington, Mary Wade and Dillwynia
22	Alcohol & Drug Information Service - available at Wellington





Visual Dictionary

Translators are available **24/7**.

Staff can call TIS **1800 131 450**





Correctional Centres



Sydney

- Silverwater Complex (MRRRC, Silverwater Women's, Dawn de Loas)
- Long Bay Complex (Long Bay Hospital, MSPC)
- Parklea
- CDTCC
- John Morony
- Dillwynia
- OMPGCC
- Amber Laurel
- Emu Plains
- Mary Wade

Amber

Laurel.....Old Bathurst Rd
Emu Plains
NSW 2750
(02) 4735 0254

BathurstCnr Browning St &
Brookmore Ave
PO Box 166
Bathurst NSW 2795
(02) 6338 3282

Berrima.....Argyle St
Locked Bag 1
Berrima NSW 2577
(02) 4868 7333

Brewarrina...Coolabah Rd
PO Box 192
Glenelg
Brewarrina
NSW 2839
(02) 6874 4715

Broken Hill...109 Gossan St
PO Box 403
Broken Hill
NSW 2880
(08) 8087 3025

CessnockOff Lindsay St
PO Box 32
Cessnock
NSW 2325
(02) 4993 2333

Compulsory Drug
Treatment....66 Sentry Dr
Parklea
PO Box 3001
Stanhope Gardens
NSW 2768
(02) 96784171

Cooma.....1 Vale Street
Locked Bag 7
Cooma
NSW 2630
(02) 6455 0333

Dawn de
Loas.....Holker St
Silverwater
Locked Mail 115
Silverwater
NSW 1811
(02) 9289 5339

DillwyniaThe Northern Rd
Berkshire Park
Locked Bag 657
South Windsor
NSW 2756
(02) 4582 2501





Emu Plains ..Old Bathurst Rd
 Locked Bag 8006
 Penrith
 NSW 2751
 (02) 4735 0200

Glen Innes ...Gwydir Highway
 Locked Bag 900
 Glen Innes
 NSW 2370
 (02) 6730 0000

Goulburn.....Maud St
 PO Box 264
 Goulburn
 NSW 2580
 (02) 4827 2222

Grafton170 Hoof St
 PO Box 656
 Grafton
 NSW 2460
 (02) 6642 0300

High Risk Management
 Maud St
 PO Box 264
 Goulburn
 NSW 2580
 (02) 4827 2430

Hunter.....Off Lindsay St
 PO Box 32
 Cessnock
 NSW 2325
 Visits 1
 (02) 4050 6320
 Visits 2
 (02) 4050 6321

Illawarra.....34-40 Lady
 Penrhyn Drive
 Unanderra
 NSW 2526
 (02) 4239 7700

Ivanhoe.....33 Mitchell St
 PO Box 109
 Ivanhoe
 NSW 2878
 (02) 6995 1403

John
 MoronyThe Northern Rd
 Berkshire Park
 Locked Bag 654
 South Windsor
 NSW 2756
 (02) 4582 2222

Junee197 Park Lane
 PO Box 197
 Junee
 NSW 2663
 (02) 6924 3222

Kariong.....Pacific Highway
 Private Mail Bag
 West Gosford
 NSW 2250
 (02) 4340 3400

Kirkconnell..Sunny Corner Rd
 Locked Bag 7029
 Bathurst
 NSW 2795
 (02) 6337 5317

Lithgow596 Great
 Western Hwy
 Marrangaroo
 PO Box 666
 Lithgow
 NSW 2790
 (02) 6350 2222

Long Bay Complex
 (Long Bay Hospital,
 MSPC).....1300 Anzac Pde
 Malabar
 PO Box 13
 Matraville
 NSW 2036
 (02) 8304 2000

Macquarie...Mudgee Rd
 Wellington
 PO Box 386
 Wellington
 NSW 2820
 (02) 6845 5699

MannusLinden Roth Dr
 Mannus via
 Tumbarumba
 NSW 2653
 (02) 6941 0333

Mary Wade..169 Joseph St
 Lidcombe
 Locked Bag 4006
 Chullora
 NSW 2190
 (02) 8737 5000

M.R.R.C.Holker St
 Private Bag 144
 Silverwater
 NSW 1811
 (02) 9289 5600

M.N.C.C.C.
 (Kempsey) ..37 Aldavilla Rd
 PO Box 567
 West Kempsey
 NSW 2440
 (02) 6560 2700

Oberonvia Shooters Hill Rd
 Locked Bag 2
 Oberon
 NSW 2787
 (02) 6335 5248

OMMPCC.....The Northern Rd
 Berkshire Park
 Locked Bag 8651
 South Windsor
 NSW 2756
 (02) 4582 2304

Parklea.....66 Sentry Drive
 Box 6148
 Blacktown
 NSW 2148
 (02) 9678 4888

Shortland....Off Lindsay St
 PO Box 32
 Cessnock
 NSW 2325
 (02) 4993 2333

Silverwater
 Complex.....Holker St
 Locked Bag 115
 Silverwater
 NSW 1811
 (02) 9289 5600

St HeliersMcCullys Gap Rd
 PO Box 597
 Muswellbrook
 NSW 2333
 (02) 6542 4300

South Coast
 (Nowra).....Oxford St
 South Nowra
 (02) 4424 6000

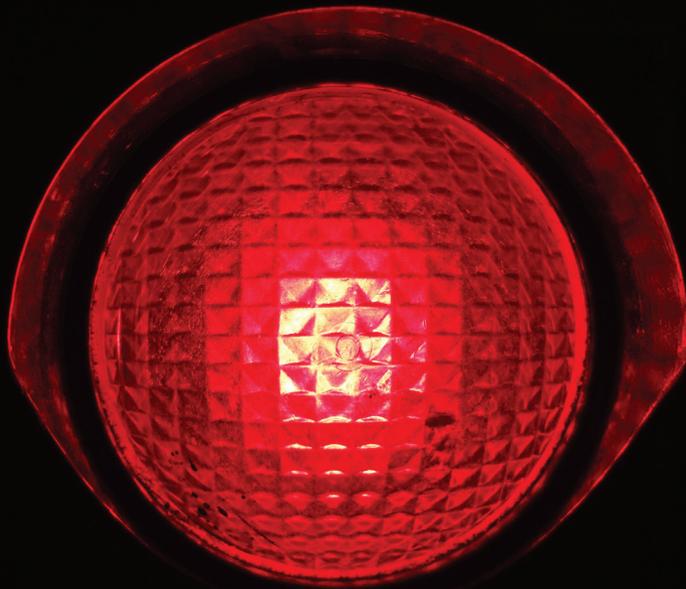
TamworthCnr Dean &
 Johnson Sts
 PO Box 537
 Tamworth
 NSW 2340
 (02) 6766 4977

Wellington...Mudgee Rd
 PO Box 386
 Wellington
 NSW 2820
 (02) 6840 2800



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searches.

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