

# 17. Mothers & Children's Program

The Mothers and Children's Program consists of the Full Time Residential Program and the Occasional Residence Program. If you are accepted into the program you will still be required to do other OS&P programs that are part of your case plan. However, because of your parenting commitments suitable variations can be made on a case-by-case basis.

## ■ Full Time Residential Program

If you had children under six living with you before you came into custody you can apply for the Mothers & Children's Program at Jacaranda Cottages at Emu Plains and Parramatta Transitional Centre. When or if you are minimum security your children under six can live with you full time, or you can share parenting with the children's father, family or approved carers.

## ■ Occasional Residential Program

If you have children up to the age of twelve you can apply for the occasional residence program. Children can come and stay with you overnight, weekends and school holidays if you meet the criteria.

## ■ How to apply

Apply as soon as you come into custody for both these programs, particularly if you are pregnant. It doesn't

matter if you're not sentenced, you should still apply.

Tell any staff member you want to apply, or speak to the Coordinator of the Program who visits some centres regularly. You can make a written application which staff will send in for you, or staff can make a referral directly to the Coordinator.

The Mothers and Children's Program Coordinator will meet with you and talk about your application. She will tell you about the process for approval and how you can help. The Commissioner makes the final decision on participation.

## ■ Parenting programs

There are parenting programs available at times in correctional centres. These programs can help develop your skills as a parent and improve your relationship with your child by helping you to understand children's needs and behaviour.



Jacaranda Cottages at Emu Plains, scenes from the Mothers and Children's DVD

## ■ Quotes from participants in the Mothers and Children's Program

*"It is a great atmosphere for the kids. It doesn't feel like prison for them. They have groups, pre-school and outings like shopping and swimming lessons. The houses are great, very secure. Older kids go to the movies and stuff*

*like that and during the Easter holidays they had the animal farm come out."*

*"The program focuses on the children, and them having a connection with their parents while incarcerated. Facilitators support us and make it heaps easier for us. Being able to spend time with the kids is the best thing."*

# 18. 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, which is part of the NSW Health system. To see the nurse, ask your Case/Wing Officer. In an emergency, ask any member of staff for help.

When you come into custody you will go through the health screening process. You will be referred to Justice Health if you need more help. Justice Health has nursing staff, pre-natal and post-natal services.

## ■ Health Care Interpreter Service

The Health Care Interpreter Service is available for inmates who have difficulties speaking or understanding English. They are interpreters who have had special training which allows them to assist with communication between medical staff and inmates. Please advise the health centre staff if you require this service.

**Do not use other inmates or staff as interpreters, as they may not be familiar with the issues and therefore not reliable.**

## ■ Reception assessment

On your arrival at the correctional centre a nurse will ask you questions about your health and family medical history. The information you provide is confidential and will only be available to health care professionals for use in your ongoing medical care. Sometimes it is necessary for information to be given to Corrective Services staff so such things as transport and accommodation needs can be arranged. Justice Health staff will ask you to sign a permission form before this information is given to Corrective Services. If you have any queries about which information is confidential and which is passed on, please ask the nurse.

## ■ Justice Health centres

The health centre (sometimes called the clinic) is open each day in all women's centres. Some centres have different operating hours. The nurse can assist you in most health care matters and give you 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, women's health, midwife, mental health, drug and alcohol and public/sexual health.

## ■ Doctor's clinic

All correctional centres have a doctor's clinic at least weekly, and sometimes more often. The doctor sees inmate patients who have been referred by the nurse.



Justice Health Centre

## ■ Medication

All medication prescribed by the doctor is provided free-of-charge to patients. If you usually manage your own medications when you are at home you might like to speak to the nurse about obtaining a months supply of your medications at a time. This will enable you to take them yourself each day without having to wait for the nurse to bring them to you or having a officer take you to the health centre to pick up you tablets.

## ■ Patient Information Booklet

Ask JH staff for a copy. Free calls on CADL for Hep C Helpline, Mental Health Line, Quit Line and CNSP Hotline are listed on page 17. CNSP gives advice on chronic health problems.

## ■ Specialist doctors

A number of specialist services are provided on referral from the doctor. After a full examination the referring doctor will organise an appropriate specialist for you to see, should it be considered necessary.

**Please note that there is usually a waiting period to see specialists.**

Optometry (for glasses) is available at correctional centres. Please tell the nurse if you have eyesight problems.

## ■ Dental services

Dentists are available at Emu Plains, Silverwater Women's and Wellington Correctional Centres. You need to phone for an appointment using the free call on CADL - press 2, then 04# after the prompt.

Residents at Bolwarra Transitional Centre will be referred to Emu Plains Correctional Centre and residents at Parramatta Transitional Centre will be referred to Westmead Hospital. In an emergency, you can call the Dental Hotline:

- enter your MIN
- enter your PIN
- press 2
- press 4

This is a free call.

## ■ Mental health services

Most correctional centres have access to a mental health nurse, a psychiatrist and a psychologist. If these facilities are not available at the correctional centre then patients can be referred to the relevant service within Justice Health. At the Long Bay Correctional Complex there is a Forensic Hospital and a mental health unit within the Long Bay Hospital that has the capacity to take women. The health centre nurses can make referrals for these services.

**Inmates can contact the Mental Health Hotline to express concerns about their mental state, receive counselling or to enquire or make complaints about mental health services provided in NSW.**

**Mental Health Line (24 hours a day) on CADL - press 2, then 09# after the prompt.**

## ■ Alcohol & Other Drug services

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 will need to seek medical attention. You should seek help from health centre staff. If you are Aboriginal you may wish to find out if there is an Aboriginal Counsellor/Worker in your centre and make contact with them.

## ■ Methadone (biodone)/ buprenorphine

Methadone (biodone) / buprenorphine programs are available at some correctional centres to inmates who are dependent on drugs such as heroin. These programs aim to improve your health and well-being by addressing your addiction to drugs.

Often, you will be able to participate in community-based methadone/ buprenorphine programs after you have been released. Ask a Justice Health nurse, custodial officer or OS&P staff about an application form to be assessed for this program.

## ■ Aboriginal health

The Aboriginal Medical Service is available at some centres. There is an Aboriginal Chronic Care Program operating at some centres which reviews ongoing chronic medical conditions of Aboriginal patients. If you feel uncomfortable contacting a non-Aboriginal person or you do not wish to wait for the Aboriginal Medical Service ask the staff to put you in contact with an appropriate Aboriginal person in the gaol.

## ■ Public health

The public/sexual health nurse offers information and testing for hepatitis B and C and HIV as well as education about public and sexual health issues. You will be interviewed at reception by a nurse and referred as necessary. You can be referred or tested at any time during your time in prison.

Justice Health provides counselling, testing, and support of any sexually transmitted infections including HIV and Hepatitis, in a confidential and supportive environment.

## ■ Health promotion

You should have been given a Health Promotion Diary at Reception. The diary includes lots of helpful tips to keep yourself healthy in custody. If you haven't got one ask the OS&P staff for a copy.

The Health Survival Tips Program is a short workshop which provides lots of information about how you can keep yourself healthy in custody. All inmates must attend the Health Survival Tips Program within 2 weeks of reception. Ask the OS&P staff in your centre for details.

You may be at risk in custody of catching Hep C, Hep B or HIV if you participate in unsafe behaviour. Not everyone comes into custody with a drug problem but some people end up using. *If you* use drugs, make sure you use them safely.

**Don't share a fit, or other equipment used for injecting drugs, tattooing or body piercing. Sharing is the easiest way to catch Hep C, Hep B and HIV.**

Fincol disinfectant is freely available in dispensers at all centres. You should use it to clean items that might spread diseases. Don't share other personal items like razors, tattoo and body piercing equipment or toothbrushes. Remember! Love is no protection from getting HIV or Hep C, so always use a dam when you have sex. These are available free-of-charge from vending machines at all female centres.

**For information about Hep C call Hepatitis Helpline on CADL, press 2, then 03#.**

You can help maintain your general wellbeing and promote good health by keeping your living area clean. Make sure you shower daily and keep your clothes and linen clean. Eating healthy food and exercising regularly will also help keep you in good health and looking good.

## ■ Hygiene

It's important to remember that gaol isn't the cleanest place. You're sharing a small place with lots of other people and it's very easy for sickness to spread.

There are a few things you can do to keep yourself clean and stop others getting sick:

- Wear thongs if you have communal showers to stop the spread of tinea.
- Keep your cell and unit clean. It's your responsibility to clean it.
- Wash your hands all the time, especially after going to the toilet and before handling food.
- Remember that you are sharing space with lots of other people and it's really important to have a shower for your hygiene and for others.
- Gaol will provide you with toothpaste, a toothbrush, soap and sanitary items but you'll need to buy your own shampoo and deodorant. These are things you really should buy.

**If your head is really itchy you may have head lice or nits. It's very important if you think you might have head lice or nits to see the health centre immediately. It's important to do something about this straight away as they spread very very quickly. See the next page for more detailed information on head lice.**

## ■ Family-Friendly Mental Health Service

Justice Health's Family-Friendly Mental Health Service (FFMHS) and the NSW Family & Carer Mental Health Program give help to families who are carers of a family member with mental illness. Families and carers can get support to keep going in their important caring role in a sustainable and satisfying way. This in turn supports longer term gains in patients' health, recovery and quality of life.

The JH Family & Carer Consultant has developed a resource package to assist carers. Client Liaison Officers are contacts for enquiries about patient care and feedback on Justice Health Services.

Call to get a resource package and further assistance:

### **Family & Carer Consultant**

PO Box 150  
Matraville  
NSW 2035  
Ph: (02) 9700 3000

### **Client Liaison Services**

PO Box 150  
Matraville  
NSW 2035  
Ph: (02) 9700 3000

**Mental Health Help Line (24 hours a day) Press 2 on CADL, then 09#.**

## ■ Preparing for release

Before you are released ask a Justice Health nurse to provide you with a health summary and referrals to help with your AOD issues or other health needs. They can also help you arrange community based methadone or buprenorphine appointments. The Justice Health Connections program can help make these kinds of appointments. Justice Health staff and OS&P staff can refer you to this program. See section 26 of this Handbook for more information about the Connections program.

For people with chronic conditions a Care Navigator can help you to access support services post-release. Ask at your gaol's health centre.



## ■ Head lice

Head lice are tiny insect parasites that live on the human head and feed on the scalp. They don't carry diseases and are not dangerous. Their eggs (nits) are attached to the hair shaft.

Head lice are spread by head-to-head contact with another person, for example when hugging. They can run from one head to another in seconds.

Lice and nits are not transferred on hair brushes, combs, clothes or bed linen. Head lice do not leave the scalp unless they are dead, dying or jumping to another scalp. Empty nit shells don't fall off until weeks after they have hatched.

### Signs of head lice

The first sign of head lice is usually an itchy scalp because the head lice saliva reacts with the skin. Itchiness can take weeks to develop. If you have had head lice more than once the skin can become desensitised and there may be little or no itch.

Adult lice are dark brown and about 2-3mm long (see photo.) Hatchlings (young lice) are a lighter brown and about 1 to 2mm long.

Crawling lice can be seen in the hair but they

can move at 30cm per minute and can be difficult to spot. Nits may be seen attached to the hair shaft. They are very small, are grey-white in colour and about the size of a grain of salt (see top photo, left.)

### How do I look for head lice?

Unless numerous head lice are visible, 'dry' head checks are unreliable due to the speed at which the lice can move. To check for head lice:

- carefully comb plenty of hair conditioner through the dry hair
- ask the health centre for a metal fine-tooth 'nit' comb and comb again in sections
- the conditioner slows the lice down so they can be trapped in the comb.
- wipe the combings on a white paper towel and examine them for lice in strong light
- use a magnifying glass, if possible, to examine the scalp in strong light, especially behind the ears and on the nape of the neck.

### What other things can be mistaken for head lice?

Sand, dandruff, flakes of hair spray, ants, aphids or other small insects can be mistaken for head lice and nits.

### What if I find head lice?

- Report to health centre for treatment options.
- Check to see if anyone else has head lice.
- Use Malathion Lotion to treat the lice.
- People who can't use insecticides should use the 10-Day Hair Conditioner Treatment.
- When the treatment is completed, with all the lice and nits removed, check the hair regularly e.g. weekly, for further infestation.
- Early detection and treatment can prevent spread of lice to others.



## Malathion (Insecticide Treatment for Head Lice)

### WARNING:

The following people should NOT use Malathion insecticide:

- people with asthma, epilepsy, insecticide allergies, scalp conditions or very sensitive skin
- pregnant or breast-feeding women

Those who can't use Malathion should use the 10-Day Hair Conditioner Treatment instead.

### How to use Malathion

- Rinse out any conditioner in your hair as it may deactivate the insecticide.
- Apply lotion to dry hair. Lift hair in sections, saturate with lotion, combing through from scalp to ends of hair. Pay particular attention to treating behind the ears and the nape of the neck.
- Wash hair after 8-12 hours. Comb out hair in sections with a fine-tooth 'nit' comb to remove dead lice.
- Wipe combings on white paper and check the lice are dead.
- As insecticide may not kill eggs, repeat the treatment after 7 days, and again after 14 days to kill any newly hatched lice.

### Cautions and Advice

- Treatment should not be started unless a living, moving louse is found.
- Asthmatics can use Malathion shampoo instead of lotion to avoid the vapour.
- If there is contact of product with the eyes, rinse out immediately with water.
- Wear gloves or wash hands thoroughly afterwards.
- Avoid excess treatment as further irritation can occur.
- All steps in treatment must be thorough; identifying lice, application of product and checking that all lice are dead after treatment.
- All lice should be dead the morning after treatment. If they are not, this could indicate the treatment was not applied correctly and it should be repeated more carefully. If the treatment was used correctly, live lice could indicate the lice are resistant to the insecticide and an alternative treatment must be tried.

## 10-Day Hair Conditioner Treatment

This treatment involves extending the method used to detect lice by combing conditioner through dry hair every one or two days over a ten day period to remove live lice and nits.

The conditioner works by immobilising the lice so they are easier to trap in the teeth of a 'nit' comb. Conditioner also makes combing easier.

Nits hatch 7-10 days after being laid on the hair shaft. The reproductive cycle is broken by combing out the emerging hatchlings before they can mature and lay further eggs.

### What to do:

- Saturate dry hair with conditioner.
- Use white conditioner if possible to see lice more easily.
- Comb conditioner through hair with ordinary comb to remove tangles.
- Section and comb hair thoroughly with 'nit' comb in four directions; forwards, backwards, left and right.
- With each combing, wipe comb on white paper towel and examine for lice with a magnifying glass, if possible, in strong light.
- Repeat process every one or two days for 10 days e.g. Tuesday, Thursday, Saturday, Sunday, Tuesday, Thursday.
- Every time you find adult lice, you need to start again from Day 1, as new eggs may have been laid by the adult lice.
- Check for reinfestation once a week for at least 4 weeks after successful completion of the 10-day treatment. Apply plenty of conditioner and use the full combing technique each time to make examination more effective.

### Removing Nits

Some eggs will be removed by combing but you may need to use your fingernails to remove as many as possible from hair shafts. If you miss any eggs, hatchlings will be removed during combing. Remember only nits within 1cm of the scalp will hatch. Eggs that have grown further out with the hair shaft will already be hatched or dead.

# 19. Restorative Justice

**Restorative Justice Programs help people recover from crime and its after-effects. It encourages offenders to take responsibility for their actions and impact on others and promotes the idea of making amends, showing compassion, healing and forgiveness.**

In a Victim-Offender Conference you can meet with the victims of your crime, or their family. You can talk about what happened, how people have been affected and what could be done to make things better. This is an opportunity for you to take responsibility for what you did and to try to put things right. You can bring along the people who can give you support.

*The father of a murder victim applied to the Restorative Justice Unit to meet the offenders responsible. He wanted to find out why his son was murdered and the facts of how he was murdered.*

*A victim offender conference was facilitated with one of the offenders by someone from the Restorative Justice Unit. The offender gave a full account of why the young man was murdered and the specific facts of the murder. She acknowledged that the derogatory statements about the deceased presented at court were a fabrication. An outcome agreement was reached.*



*The offender reported that she felt so small in front of the father of the deceased but answering all his questions openly was important as she can now stop living behind all the lies.*

In a Family-Group Conference, you and your family can sort out problems or issues that have resulted from your crime. Talking and working things out together can really help make your return to the community easier for everyone.

*Marilyn's mum had broken off contact with her, because Marilyn had broken too many promises. Marilyn wanted her mother's support when she tried again to beat the drugs.*

*At the family-group conference, a contract was made that Marilyn would have to honour*

*before her mother would support her again. The contract involved three members of the family, a Community Services worker, and a community support agency worker.*



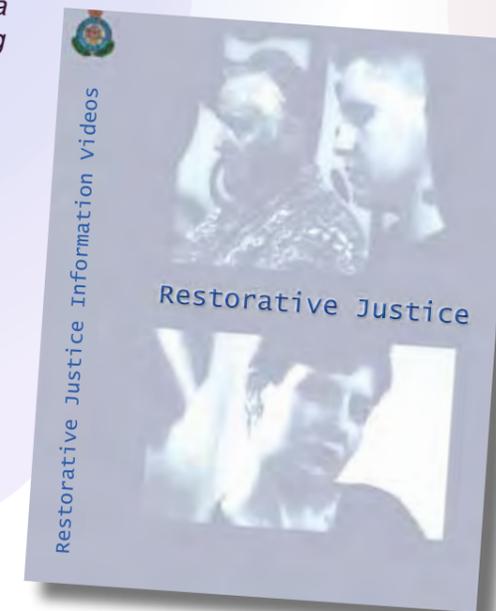
Scenes from Restorative Justice DVD

*Marilyn now feels that a lot of old hurts have been aired and dealt with, and that she has some achievable goals for her release. She also has a sense of hope about being reunited with the family.*

time after you are sentenced or from any Community Offender Management office if you are on parole.

Each person's situation is different. No two restorative justice conferences are the same, addressing the particular issues of the offence, and resulting in different personal outcomes.

If you accept responsibility for your offence, you can apply for these programs from any gaol at any



For more information ask staff for a brochure. There is also a short DVD about the program called *Restorative Justice* in the correctional centre library. You or a staff member can call the Restorative Justice Unit to find out more or to get your questions answered.

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

## 20. Chaplaincy Services

There are full-time chaplains in most correctional centres and a team of visiting chaplains from various faith and cultural backgrounds.

These chaplains are available to provide you with spiritual support and guidance. The full-time chaplains can arrange for someone of your faith to see you.

Corrective Services policy provides for various significant religious and cultural events to be observed and celebrated throughout the year. The chaplains can advise you about these events and assist in the organisation of them.

If you do not have friends or family to support you while in custody the chaplain may also arrange a visit or someone to write to you from organisations like Prison Fellowship.

The chaplains organise and oversee the distribution of religious books and religious items.

**Make sure that any religious books or items you acquire are put on your property card before you are moved to another correctional centre. Any property you have that is not on your property card will be taken away.**

Chaplains may be able to offer court support, post-release support and accommodation. The chaplains may also be able to arrange help and support for your family from various community agencies whilst you are in gaol.



## 21. Statewide Disability Services (SDS)

Statewide Disability Services (SDS) work with people in custody who have one or more of the following disabilities:

- Acquired Brain Injury
- Aged Frail
- Autism Spectrum Disorder (Autism or Aspergers)
- Dementia
- Intellectual disability
- Physical disability
- Hearing disability
- Vision disability

Some of the ways that SDS can help are:

### 1. Programs

If you have a disability that is making it hard for you to join programs that are run in custody or by COS, SDS can work with the staff to assist with making programs more accessible. This might include:

- providing resources to help you in the program
- assisting staff with making adaptations to programs where possible
- assisting staff to identify programs more suited to your needs.

The changes made will depend on your disability and how it affects you. Please remember that changes can't be made to all programs.

### 2. Work

If you have a disability that is making it hard for you to find a job in custody, SDS can work with the staff to help you. This might include workplace assessments, providing resources for you to use within industries or giving staff information so that they understand your disability and how it affects you.

### 3. Placement

Your disability may affect where you are placed in custody. SDS will work with classification staff to make sure you have an appropriate placement, adaptations (tactile markers) and resources to assist with daily living if appropriate.

### 4. Court Appearances

If you need extra help at court (including video link) because of your disability, SDS can work with the court to make sure you get that help. You might need a support person to help you understand what is happening at court, the court might need to know that you have a wheelchair, or the court might need to provide special resources if you have a hearing impairment.

### 5. Pre Release Planning

If you are in custody, SDS can work with the staff in your gaol on your pre release planning. This may involve referring you to disability services in the community or assisting you to find accommodation or other services in the community.

### 6. Case Management

SDS may be involved in your case management in custody, or in the community if you are supervised by COS. How they are involved will depend on what your needs are and what help the staff need in working with you.

### 7. Resources

If you have an intellectual, physical, vision or hearing disability, SDS can provide some resources to meet your needs.

These resources include material items (e.g. magnifiers, TTY phones), programs (e.g. programs for people with intellectual disability) and access to support people (e.g. court, investigative interviews, SPA.)



## 23. Aboriginal services

## 22. Language & cultural services

### ■ Interpreters

If you, your cellmate or friends have problems communicating in English, tell staff. Interpreters can help you during staff and legal interviews, medical appointments, classification and other times. The Telephone Interpreter Service (TIS) is available 7 days a week/24 hours a day. It can also be used by your family if they can't communicate in English (e.g. when booking a visit).

Corrective Services employs multi and bilingual people as CLAS officers whose role is to give you and your family on-the-spot assistance for simple matters such as explaining correctional centre routine and how to get in touch with staff.

Information in Arabic, Chinese and Vietnamese is available on:

- Corrective Services Support Line (CSSL) - see posters in your centre
- urinalysis - ask staff for an information sheet
- Visiting a Correctional Centre (a resource for families and friends)- ask staff to print a copy from the internet
- and housing - ask staff to print information from the intranet.

See Section 27 for more information about CSSL.

### ■ Cultural buy-up

Every correctional centre has a buy-up list

which tells you all the cultural food items you can buy each week. Check the buy-up list in your correctional centre for other similar food items. If you are not sure how to buy these cultural food items see your wing officer.

### ■ English classes

English as a Second Language (ESL) classes are available in some correctional centres. Basic education in reading, writing, numeracy and communications is also offered. Ask the Education Officer about availability and class times.

### ■ Foreign nationals

If you are not a resident of Australia OS&P staff can help you contact your embassy or consulate.

If you are a resident, but you don't have much support from family and friends, ask staff about getting in touch with community groups.

### ■ Deportees

If you are not an Australian citizen or permanent resident you may be of interest to the Department of Immigration And Citizenship (DIAC). Inmates of interest to DIAC may be deported. If you are of interest to DIAC, your classification, placement and participation in programs may be restricted. For more information, ask OS&P staff and the classification co-ordinator in your correctional centre to assist.

### ■ Aboriginal Support and Planning Unit

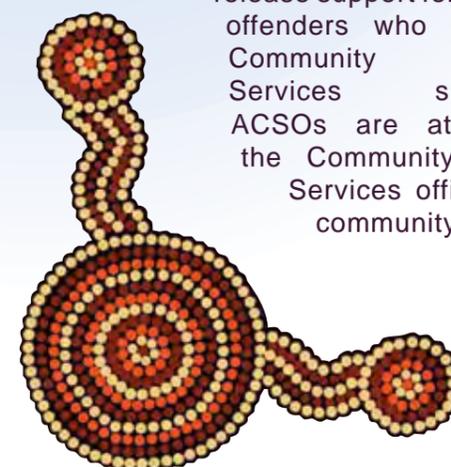
The Aboriginal Support and Planning Unit provides culturally appropriate advice, support and information on available programs and services. They can also provide information, advice and assistance to members of your family.

### ■ Regional Aboriginal Project Officers (RAPOs)

RAPOs provide advice and support on available programs and services in correctional centres. They can get in touch with family and give advice and guidance to you while you are in custody. If you think another woman needs help in any way, let the RAPO know. Ask other staff who your RAPO is.

### ■ Aboriginal Client Services Officers (ACSOs)

ACSOs are based in the community. They provide post-release support for Aboriginal offenders who are under Community Offender Services supervision. ACSOs are attached to the Community Offender Services offices in the community at 15 different



locations. There are also 4 specialist ACSOs who help with AOD problems. ACSOs help Probation and Parole Officers to provide culturally sensitive supervision.

ACSOs can be found at:

- Bathurst
- Blacktown
- Bourke
- Broken Hill
- Coonamble
- Dubbo plus ACSO program support
- Forbes – AOD specialist
- Kempsey
- Lake Macquarie/Newcastle
- Lismore – AOD specialist
- Moree
- Mt Druitt
- Newtown plus ACSO program support
- Wagga Wagga
- Wollongong

### ■ Other resources

Some community resources to help you are:

- Aboriginal Medical Service  
Ph: (02) 9319 5823
- Aboriginal Legal Service  
Ph: (02) 9318 2122
- TAFE Aboriginal Education Unit  
Ph: (02) 9217 4847

**There is also an Aboriginal handbook available in all correctional centre libraries.**

# 24. Help from the outside

## Community Restorative Centre (CRC)

CRC Head Office  
174 Broadway  
(cnr Shepherd St.)  
Broadway NSW 2007  
Ph: (02) 9288 8700

CRC is a community organisation dedicated to changing lives and reducing crime by supporting prisoners, ex-prisoners and their families and friends. We help people to overcome the problems which can put them at risk, such as addiction, homelessness and unemployment. We help those who have got into trouble and work with their families and communities, giving them the support they need to gain skills and develop stable, independent lives.



### CRC Services include:

- o Jailbreak radio program and health information
  - o Court Support Scheme
  - o Family Support
  - o Video Visits
  - o transitional support, pre and post release from gaol
  - o telephone information and referral service.
- CRC offers specialist Transitional Support programs for women being released from Emu Plains, Dillwynia and Silverwater Women's Correctional Centres, Bolwarra and Parramatta Transitional Centres. For details and referral see your SAPO.



## SHINE for Kids

### SHINE for Kids

**S** = Support  
**H** = Hope  
**I** = Inspire  
**N** = Nurture  
**E** = Empower

SHINE for Kids is a statewide service for children of inmates and their families. It allows children to feel supported, have fun and enjoy visiting their mum or dad in prison. SHINE for Kids provides services aimed at building and maintaining good relationships between children and their parent in prison. They provide child and family activities such as:

- o activities within prison visits
- o Child and Family Centres
- o child minding during visits
- o Supported Children's Transport - to visit their parent in prison
- o video visits - using technology to keep families connected
- o Child/Parent Activity Days - held within prisons
- o Child and Family support
- o group work programs for children carers
- o education support
- o Aboriginal specific programs

SHINE for Kids also provide Group Work programs for kids and the people that are caring for them while their parents are in gaol. These

programs use fun activities to help the kids to feel less alone, build resilience and to be able to communicate better with other people and strengthen their relationships.

Activities include:

- o peer support programs held in the community or in schools
- o school holiday programs
- o day trips
- o groups for carers.

### SHINE Mentoring Program

This gives children and young people stability by providing a supportive, caring and non-judgemental relationship with an adult mentor. The trained volunteers meet fortnightly with the child and they do activities and go to events together. These relationships are on-going for at least a year, but many now go for more than three years.

**SHINE for Kids** is located across NSW. To find out more go through your case officer or the Offender Services & Programs staff. Your family can contact:

### Silverwater Complex Office

Ph: (02)9714 3000  
Fax: (02) 9714 3030  
enquiries@shineforkids.org.au

### Bathurst Office.....

Ph: (02) 6332 5957  
Fax: (02) 6332 1633

### Cessnock Office .....

Ph: (02) 4991 7417  
Fax: (02) 4991 7418

### Junee Office .....

Ph: (02) 6924 3222  
Fax: (02) 6924 3197

### Kempsey Office .....

Ph: (02) 6562 5901  
Fax: (02) 6562 3718

### Parklea Office.....

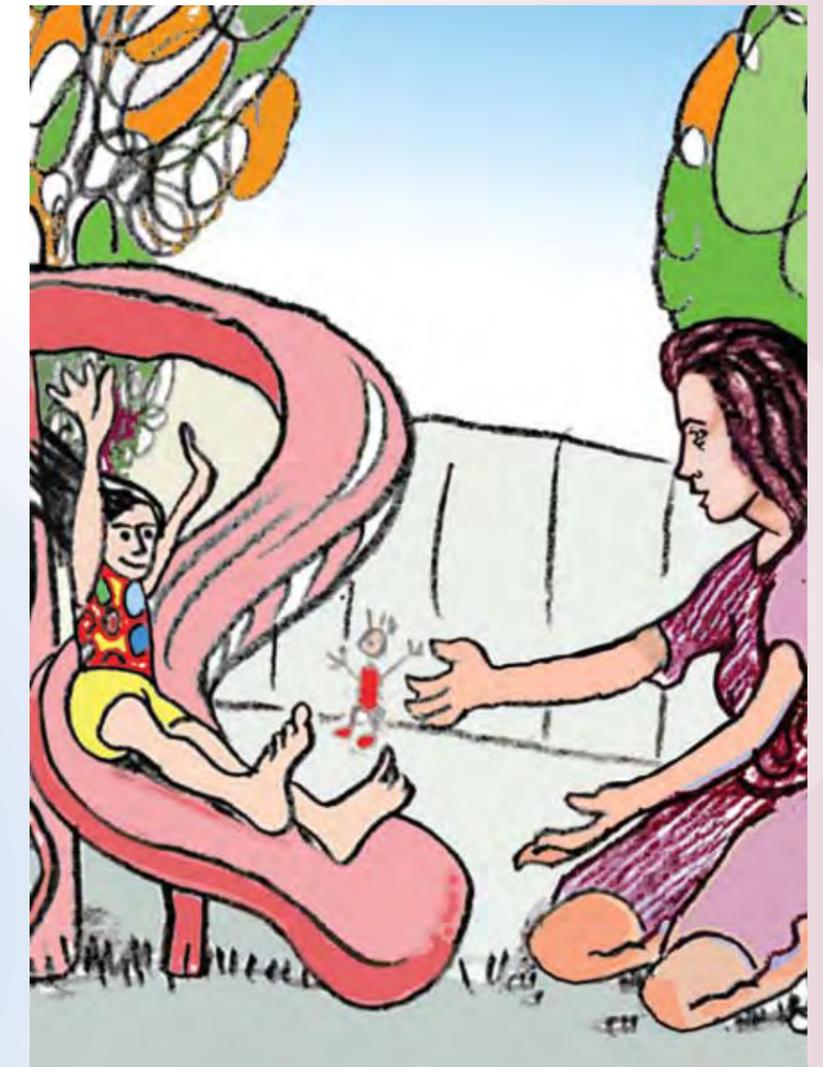
Ph: (02) 9626 0088  
Fax: (02) 9626 1015

### Wellington Office .....

Ph: (02) 6845 4666  
Fax: (02) 6845 2622

### John Morony Office....

Ph: (02) 4582 2641  
Fax: (02) 4572 0052



Mother and child visit

*“With the new day comes new strength and new thoughts.”  
Eleanor Roosevelt*

## ■ Prisoners' Aid Association

Prisoners' Aid is funded to offer services at Silverwater Women's CC. They can arrange to transfer money from your bank account to your inmate account, exchange foreign currency and store some property. Property items that can be collected and stored are limited to clothing and personal papers. Furniture items cannot be collected. Property can be stored until 3 months after release. If you wish to contact Prisoners' Aid for any purpose see your Services and Programs Officer.

Prisoners' Aid can offer limited emergency financial assistance where funding permits, to people released from NSW Correctional Centres. Ex inmates are eligible for financial assistance up to 2 years after their release date. Partners of inmates are also eligible for assistance if children are being cared for while their partner is in gaol. Due to financial constraints emergency financial assistance may not be available at all times.

### Prisoners' Aid Association

174 Broadway  
PO box 91  
Broadway NSW 2007  
Ph: (02) 9281 8863



## ■ Women in Prison Advocacy Network (WIPAN)

WIPAN is an organisation run by a large group of women including ex-prisoners that aims to improve the human rights for women in the Criminal Justice System.

WIPAN provides mentoring for women upon their release into the community. WIPAN also runs a referral service for women being released linking them with services they might need.

### WIPAN

PO Box 345  
Broadway NSW 2007  
Ph: (02) 8011 0699

## ■ Dress for Success Sydney

The mission of Dress for Success is to help you succeed in life on the outside by providing you with clothing, accessories and advice that will help you look professional for court appearances, job interviews, and for employment in the city. They aim to help you look good and feel good and can support you through your first days at work and help you with career development.

Dress for Success provides a mobile service to some correctional centres. This means they are able to provide professional looking clothing before you go to court or are released.

Officers at your Correctional Centre can refer you by downloading the 'Appointment Form' from the Dress for Success Sydney website (address below).

To be referred to Dress for Success after you've been released you'll probably have to ask about them from one of the services that are helping you get back into the community. You could also ask your parole officer to refer you.

After you have been referred to Dress for Success you'll receive at least one professional looking outfit and accessories for your interview or special appointment. They can also make an appointment for free eye testing and glasses and can provide hair styling too.



Dress for Success Sydney  
Ph: 1800 773 456

[www.dressforsuccess.org](http://www.dressforsuccess.org)  
(select 'Sydney' from the 'Select Affiliate' menu on the right)



Paper craft by women inmates

## 25. What about my kids?

If there is no-one to care for your children while you're in custody they will come under the care of Community Services.

If your children are in care, Community Services usually makes a temporary care arrangement that is agreed by you. This covers the children's placement with a family member, friend or foster carer approved by Community Services. This is a legal arrangement that can last for six months. Contact Legal Aid, LEAP or your own lawyer for advice.

Sometimes Community Services applies to the Children's Court and an Interim Care Order (ICO) is put in place until a final decision is made. The ICO may mean that the children are put under the care of Community Services' Director-General. Community Services staff decide on the children's placement which maybe with a relative, friend or temporary foster carer until the decision is made by the Children's Court Magistrate.

If you disagree with how the order is proceeding in court, contact Legal Aid, LEAP or your lawyer for help. You can also appeal through the District Court after the final order is in place.

In some cases the children are returned to your care, e.g. if you successfully apply for the Mothers and Children's Program.

Keeping calm can be hard but it is important that at all stages you show you are a loving and responsible mother.



### ■ Custody of your kids

If you know you can get custody of your kids after your release and need to show that you have suitable accommodation for them you may need to contact Legal Aid or LEAP. They can help you explain your circumstances to Housing NSW who will consider applications on a case by case basis.

## 26. Services to help you when you get out

There are many services in the community that can help you after you are released. OS&P staff or your Probation and Parole Officer can help you find the services you need.

As soon as you arrive in custody, it is important that you look at the exit checklists in the *Planning Your Release Exit Checklist* and look at the *Getting Out Handbook*. These books have lots of important information about such things as how to make Centrelink, Medicare and housing arrangements for when you are released. OS&P staff will also be able to help you organise these things. Start as soon as possible.

Once you are released you can refer yourself to many services. The easiest way to find out about alcohol and drug services is to ring the Alcohol and Drug Information Service (ADIS) on (02) 9361 8000 or 1800 422 599 (if you are outside Sydney).

### ■ Community Restorative Centre (CRC)

CRC Head Office  
174 Broadway  
(cnr Shepherd St.)  
Broadway NSW 2007  
Ph: (02) 9288 8700

See page 58 for more information about CRC.

### ■ Justice Health Connections Program

The Justice Health Connections Program can link you to drug and alcohol treatment services after you have been released.

Connections can also help you to link with general medical and community mental health services, Centrelink, getting an ID card or Medicare card and can help you with any other links to services that you might need. You may be eligible for the Connections Program if :

- You are on methadone or buprenorphine or you have stopped methadone or buprenorphine in the 6 months before getting out.
- You are pregnant or have had a baby in gaol
- You had a baby in the 6 months before coming into custody and your sentence was less than 12 months
- You had a sentence of more than 4 years and have a history of drug problems
- You have served more than 5 custodial sentences for drug related offences
- You have serious medical problems and a history of drug problems.

To find out if you are suitable for Connections you should contact the clinic or OS&P staff in your centre and ask them to refer you.

If you are eligible, a Connections worker will come to your centre and ask you some questions to get to know you and find out what kind of help you may need.

The Connections worker can start making appointments and arrangements for you for when you are released. They will tell you what they've arranged and who will help you when you get out.

After you have been released the Connections worker will help you for the first month. If you need lots of help and it can't all be done within the first month, they may be able to help you for a bit longer.

Here are a few contact numbers that will help you find additional services when you are released.

**Alcohol & Drug Information Service (ADIS)**  
Ph: (02) 9361 8000 or 1800 422 599 (if you are outside Sydney)

**SMART Recovery Australia**  
Ph: (02) 9373 5100  
www.smartrecoveryaustralia.com.au

**Alcoholics Anonymous (AA)**  
Ph: (02) 9799 1199

**Gamblers Anonymous (GA)**  
Ph: (02) 9628 5065

**Narcotics Anonymous (NA)**  
Ph:(02) 9519 6000

## ■ Area Health Services

<b>Greater Southern Area Health Service</b>	
West Greater Southern	1800 800 944 / (02) 9425 3923
East Greater Southern	1800 809 423 / 1800 677 114 (02) 9425 3988
<b>Greater Western Area Health Service</b>	
Greater Western	1800 665 066 Broken Hill – (08) 8080 1556
Greater Western	1800 092 881 Dubbo – (02) 6841 2360
Mid Western Area includes Bathurst, Orange, Cowra and Forbes Park. It does not include Lithgow and Dubbo which were originally on the list.	1300 887 000
<b>Hunter / New England Area Health Service</b>	
Southern Hunter	(02) 4923 2060
Northern Hunter \ New England \ Tamworth	1300 660 059
<b>North Coast Area Health Service</b>	
<b>1300 662 263</b>	
North Coast	(02) 6588 2882
Riverlands	(02) 6620 7612
<b>Northern Sydney / Central Coast Area Health Service</b>	
Northern Sydney	1300 889 788
Central Coast	(02) 4394 4880
<b>South Eastern Sydney / Illawarra Area Health Service</b>	
St George	(02) 9113 4444
Illawarra	1300 652 226
Shoalhaven	(02) 4421 7897 / (02) 4422 9662
<b>Sydney South West Area Health Service</b>	
Sydney South West / Royal Prince Alfred	(02) 9515 6311
<b>Sydney West Area Health Service</b>	
Wentworth	(02) 4734 1333
Western Sydney	(02) 9840 3355

# 27. Enquiries, requests, complaints & applications

Formal avenues through which you can make enquiries, complain or raise issues of concern are set out in both legislation and Corrective Services policies and procedures.

You can make enquiries, complaints or raise issues of concern in the following ways:

- locally, with correctional centre staff
- by telephone to the Corrective Services Support Line
- in person with an Official Visitor
- in writing to the Commissioner or Minister.

If you are not satisfied with the action taken by Corrective Services you may take your enquiry or complaint further to an external agency like the NSW Ombudsman.

## ■ Local enquiries to correctional centre staff

### See your case officer or wing officer

Staff can often answer your concerns or questions. Some of your enquiries might have to be referred on to others, and it might take a few days or longer for you to get an answer. You may also be asked to fill in an Inmate Request Form.

### Fill in an Inmate Request Form

All written requests, enquiries and complaints are entered in a register, which is checked once a week by a senior officer. Keep a record of the date you submitted your form, and who you gave it to. Where possible, you will be given a photocopy of your form but it is not always possible for this to happen.

### See a senior officer

Some enquiries and requests have to be referred to a senior officer. Some of these include changes to accommodation, requests for an additional visit or a special phone call, or requests to speak to the

General Manager or Manager of Security.

Sometimes a senior officer may be able to talk to you about your issue within 24 hours. In some correctional centres your name will be entered into an appointment book.

Give the senior officer time to look into your issue and to talk to staff about it. Lots of staff work a roster in correctional centres and many administrative and clerical staff do not work on weekends. Some issues have to be considered by a senior officer first who then has to refer it to the Manager of Security, Manager of Offender Services and Programs or General Manager for a decision.

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

## ■ Telephone the Corrective Services Support Line (CSSL)

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

- your MIN, then your PIN
- press 2, then 01#

The CSSL operates Monday to Friday (except public holidays) between 9am and 3.30 pm.

The CSSL is a free telephone support service available to you in correctional centres and transitional centres. It is not available to your family or to other members of the public.

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 first try to have the matter resolved locally (see above) before you ring the CSSL. You will be asked if you have done this when you call CSSL. Calling CSSL will not speed up or by-pass local complaint procedures.

**In a genuine emergency you may call the CSSL directly.**

When calling CSSL you must verify your identity by providing your MIN, full name and date of birth. You may call on behalf of another inmate (e.g. if they don't speak English) provided that inmate is present when the call is made.

The CSSL will take details of your complaint or enquiry. If it is a general enquiry the CSSL may be able to provide an immediate answer. If not, CSSL will email staff at your correctional centre for response and/or action. The CSSL can also refer matters to Justice Health and the State Parole Authority.

Correctional centre staff will advise the CSSL of the action they have taken. They should also advise you of the outcome. You may also telephone the CSSL again to find out what action has been taken.

The CSSL has no authority to resolve matters or make decisions on behalf of a correctional centre. The CSSL does not provide you with information on the nature of your offence or the outcome of classification reviews or parole hearings. The CSSL will follow up with correctional centres if you advise that you are having difficulty getting this information.

**■ Talking to an Official Visitor (OV)**

OVs are members of the public appointed by the Minister and are independent of Corrective Services NSW. OVs will listen to your enquiries and complaints and try to resolve them at the centre. At least one OV is assigned to each correctional centre, and some court cell complexes. Larger centres may have more than one OV.

- OVs usually visit centres fortnightly
- The General Manager must advise inmates when the OV is at the centre and provide an opportunity for inmates to speak to the OV

- You can register to see the OV, or look out for them when they are visiting
- Discussions between inmates and OVs are confidential
- Official Visitors will treat you with respect
- OVs can usually resolve enquiries and complaints locally by speaking to the General Manager and other staff
- If they can't resolve issues locally they can bring them to the attention of the Commissioner or Minister in their quarterly and half yearly reports
- Official Visitors examine the centre to make sure the buildings, including the cells and grounds are clean and tidy and kept in good condition
- Official Visitors report to the Minister on the types of enquiries and complaints they have received and the condition of the centre.

**■ Writing to the Commissioner or Minister**

If the General Manager of the centre can deal with the matter you must first raise it with them before writing to the Commissioner or Minister.

**■ Writing to the NSW Ombudsman**

The NSW Ombudsman can investigate conduct that may be:

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

The NSW Ombudsman:

- can't review decisions made by courts, Ministers, or the State Parole Authority
- can refer matters to the Commissioner on your behalf
- can refer matters on to the Police or 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 are not monitored.**

NSW Ombudsman  
Level 24  
580 George Street  
Sydney, NSW 2000  
Ph: (02) 9286 1000  
Free call on CADL, press 2, then 08#

Commonwealth Ombudsman  
free call on CADL press 2, then 13#

**■ Medical complaints**

Complaints about medical or dental services should be first directed to the Nursing Unit Manager (NUM) at your centre or the Nurse in Charge in the absence of the NUM. If the NUM cannot resolve your problem then you may contact the Chief Executive Officer of Justice Health:

**Chief Executive Officer  
Justice Health**  
PO Box 150  
Matraville  
NSW 2036  
Ph: (02) 9700 3000  
(ask for the Justice Health Client Liaison Officer)

For specific issues about Mental Health Services, contact:  
**Mental Health Hotline**  
Free call on CADL, press 2, then 09#

If you are still not satisfied with the response you should contact:  
**Health Care Complaints Commission**  
Ph: (02) 9219 7444  
(ask for the Enquiry Officer)  
of free call on CADL, press 2, then 05#



# 28. Property & purchases (buy-ups)

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

## ■ Reception purchases

At the time of printing, arrangements can be made for a one-off purchase of tobacco for inmates newly received into custody. If you do not have the funds available at the time, money will be taken from your account as soon as it is available.

**Warning: Smoking can be harmful to your health and the health of others.**

All gaols will have designated smoking areas. It is an offence to smoke outside these areas.

## ■ General property

Visitors can leave approved property (such as underwear) for you at the correctional centre. Clothing must be new with tags and receipts supplied. You can also buy approved items through buy-ups/canteen.

The amount of property that you are allowed to keep varies according to the size of your cell, length of your sentence and 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.

## ■ Property delivered by visitors

All property that is delivered by visitors is to be recorded on an inmate property receipt by either the officer in charge of the gate, the officer in charge of visits or by an officer under their supervision.

However, there are only certain items you can receive from visitors. These are:

- audio tapes and videos relating to legal

- matters affecting your custody
- legal paper relating to current legal matters
- newspapers and magazines that are in a language other than English that you can't get in a normal newspaper buy-up
- unframed photos, not contained in albums
- new socks and new underwear, including singlets and thermal underwear
- you can also receive tracksuits that meet the clothing specifications (eg: maroon or green etc), however you must get written approval from the manager of the inmate property store before the tracksuits will be accepted.

## ■ Personal property limits

- 1 x property tub for unsentenced inmates and inmates with a sentence of 6 months or less
- 2 x property tubs for inmates serving more than 6 months
- 1 x tub of legal documents at any one time in your cell.

## ■ 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 sanitary items and toiletries
- approved religious and cultural items.

You can find a full copy of the items you can have

in your property in Section 9 of the Operations Procedures Manual, which is available in the inmate library at your centre.

## ■ Giving property to another inmate

The officer in charge or the inmate property store/reception officer will make a decision on any transfer of property from one inmate to another. Both women should put in a request form to aid the officer's decision. The request could concern any item of approved and recordable property. If you do not agree with an officer's decision, you may appeal to the General Manager.

## ■ Buy-ups (canteen purchases)

You can buy various items through the weekly buy-up system. You can get buy-up forms from your case/wing officer. Examples of items available include:

- drinks, beverages
- food stuff, smallgoods
- biscuits, sweets
- special dietary requirements
- toiletries and personal hygiene items
- vitamins and dietary supplements
- cigarettes and matches.

On your arrival staff can tell you:

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

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 case/wing officer can contact the accounts area on your behalf (see also *section 27 Enquiries, requests, applications and complaints*).

## ■ Dietary needs

If your religious faith means you have special dietary needs, the Chaplain in your centre provides information so you can buy approved items from the buy-up list. A vegetarian diet is

also available at all centres (see also *Religion and Chaplaincy Services, Section 20*)

## ■ Religious items

Approved religious items may 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 Chaplaincy Services, Section 20*)

## ■ Clothing

When you first come in you will be issued with clothing and other items. The quantity will be the minimal level to be maintained throughout your sentence. The General Manager may increase the quantity of clothing above the levels issued at reception in response to a request or to address employment or climatic conditions. You can have a quantity of personal underwear, but underwire bras may not be accepted. Clothing issued at reception is:

t-shirts	5
singlet	4
underpants	7
socks	7 pairs
pyjamas	2
brassiere/sports bra	4
hat or cap	1
shoes	1 pair
thongs	1 pair
washbags	

You can also choose a maximum of 12 clothing items from the following:

- trousers
- shorts
- skirts
- shirts
- lightweight tracksuit top/sloppy joe
- lightweight tracksuit pants
- fleecy tracksuit top/sloppy joe
- fleecy tracksuit pants
- dressing gown.

# 29. Women's facilities & services

There are a number of correctional facilities for women in NSW. They are:

- Silverwater Women's Correctional Centre
- Emu Plains Correctional Centre
- Dillwynia Correctional Centre

Broken Hill, Wellington, Mid North Coast and Long Bay Hospital also accommodate women. A small number of women stay for short periods of time in units at Bathurst and Junee Correctional Centres. Oberon Correctional Centre is used for women to participate in the Adventure Based Learning (ABC) Program.

Women also reside at the Parramatta Transitional Centre and Bolwara Transitional Centre.

## ■ Silverwater Women's Correctional Centre

Silverwater Women's Correctional Centre (formerly known as Mulawa) is located in the Silverwater Correctional Complex, 21 km west of Sydney's central business district (CBD).

The Centre is a major reception and transit centre for women offenders in New South Wales. It accommodates women on remand, trial, appeal and sentenced with minimum, medium, maximum and escape security ratings. The centre is divided into a number of accommodation areas, special management units, a reception assessment and program planning unit, a medical annexe, a therapeutic program unit (Mum Shirl Unit) and the Mental Health Screening Unit.

Everyone goes through a reception, screening and induction process and is given an initial security classification. Inmates have case management plans developed or reviewed and may be assessed by specialist staff for psychological, health, drug and alcohol and welfare issues.

## ■ Emu Plains Correctional Centre

Emu Plains Correctional Centre is a minimum-security centre situated 60 km west of Sydney's CBD. The centre accommodates inmates with Category 2 (minimum supervision) and Category 1 (external leave) security classifications. It may also accommodate unsentenced women. The Mothers and Children's Program is located at the centre in the Jacaranda Cottages.

Inmates have the opportunity to participate in a large number of education, psychological, alcohol and other drugs, and pre-release programs including work release and day and weekend leave. The centre also has employment and vocational programs.

## ■ Dillwynia Correctional Centre

Dillwynia Correctional Centre is located near Windsor, 60km northwest of Sydney's CBD. The centre has the capacity to hold up to 200 women. Dillwynia was the first purpose-built facility for women in NSW. The centre accommodates sentenced and unsentenced women of different security classifications.

Dillwynia Correctional Centre provides a high level of access to intensive programs, services and work skills.

The design of the centre provides for community living. The centre promotes respect, independence and responsibility to prepare women for release. Dillwynia encourages community and family relationships.



Dillwynia

## ■ Wellington Correctional Centre

Wellington Correctional Centre is a minimum and maximum security institution for male and female offenders. It is situated in the central west, 360km north-west of Sydney and 50km south-west of Dubbo. Wellington CC is the reception prison for the Orana region.

As well as Education, programs available at the centre for women include:

- Getting SMART
- Best Bet

- Out of the Dark
- Keeping Children Safe (facilitated by Barnardos)
- Triple P (Parenting Program) to be facilitated in the future by Barnardos
- Mothering at a Distance
- Impact of Dependence
- Nexus/pre-post release planning program

Reception, screening and induction take place on arrival at Wellington Correctional Centre for all new offenders. OS&P staff facilitate approved/accredited programs in a group setting, not a one on one.

Barnardos has been providing programs for female offenders at the Centre. Other external agencies that visit the centre on a monthly basis include:

- Centrelink
- Housing NSW
- Child Support Agency
- Aboriginal Legal Service
- Legal Aid

Speak to correctional centre staff if you wish to have contact with any of these external agencies. Three Aboriginal Mentors are employed at Wellington CC.

## ■ Bolwara Transitional Centre

Bolwara is located near Emu Plains Correctional Centre, 60km west of Sydney.

Bolwara is a Drug Summit funded community-based pre-release residential program established in 2002 with a focus on Aboriginal women. It is designed for up to 16 women with significant histories of alcohol and other drug use and who have been in custody a number of times.

If you have drug or alcohol issues, a Cat 1 or Cat 2 classification and 3 to 12 months left to serve you can apply to go to Bolwara Transitional Centre.

While at Bolwara, residents have one on one case management and have the opportunity to participate in AOD programs, like AA, NA and the SMART program. You can participate in domestic violence programs, life management and life skills programs as well as having the opportunity to be involved with the Employment Plus program.

Residents are encouraged to attend counselling, education and employment in the

community. Positive family relationships are encouraged with day and weekend leave for eligible residents.

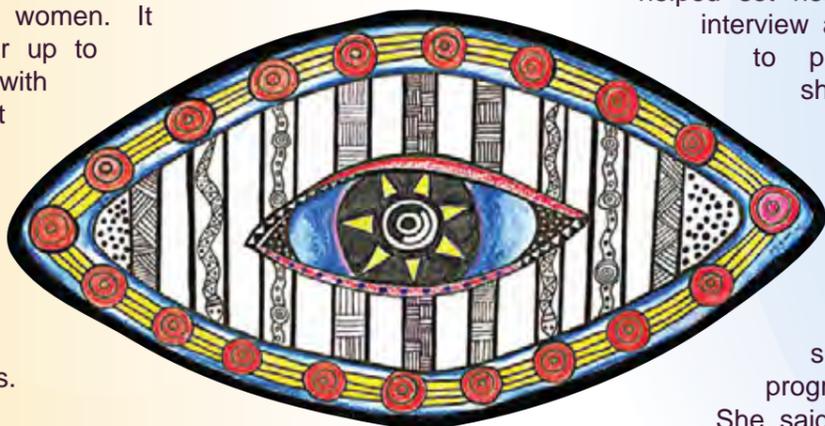
Staff at Bolwara help with setting up housing and work with Justice Health to locate methadone programs. Particular care is taken to ensure that the program is designed to encourage and give preference to the participation of Aboriginal women.

A resident had been at Bolwara Transitional Centre (BTC) for a few months, after spending a number of years having problems with drugs and being in different prisons. During this time she had done about 18 OS&P and educational courses as part of her case management plan, but had spent the last 18 months working hard to get the opportunity to come to BTC.

During her time spent at BTC she participated in domestic violence programs, various AOD programs and had been involved with Employment Plus. Employment Plus helped set her up with a job interview and then offered to provide clothing, shoes and glasses for the interview and her time at work. She said that she had enjoyed the continued support these programs offered. She said about being at Bolwara:

*“Being here helps us learn time management and budgeting. One of the best things about being here is slowly transitioning us out into the community, driving us out to appointments but also being able to go by myself. I can go do shopping by myself and buy meat and salad and have a BBQ with my family when they visit.*

*Besides being a different way of doing gaol it is helping me and benefiting me in a lot of ways. I want a quality of life and this place has helped me get that, but unless you put 100% in you will walk out with nothing.”*



Life at Parramatta Transitional Centre



## ■ Parramatta Transitional Centre

Parramatta Transitional Centre (PTC) is located in North Parramatta.

The PTC houses 21 women, some with children. It is a community based residential program for female offenders (residents).

The main focus of the Centre is the re-integration of residents into the community. The residents participate in community based activities including counselling/therapy that follow their case management plan and community based services including educational, employment and social activities.

While at the PTC, the residents have a Transitional Centre Worker (TCW) as their case manager. Case management supervision is carefully followed at PTC and all residents are expected to be actively addressing issues surrounding their offending behaviour.

At the same time they can develop skills towards an independent lifestyle after being released. Residents are encouraged to find employment, to be active in the running and maintenance of their house, and to become a House Representative. The House Representatives are invited to attend staff meetings to discuss resident issues.

Residents at the Centre can also participate in the Mothers and Children's Program. This allows eligible residents to have their pre-school children live with them full-time, and for older children, to spend weekends and school holidays with them.

### How to apply:

Inmates are assessed for PTC during the classification process. To be involved you need to be:

- a Category 1
- serving the last three to eighteen months of a sentence
- not on appeal
- not having any current alcohol or other drug issues
- not of interest to the Department of Immigration and Citizenship (DIAC)
- participating in programs in custody and considered to have been actively addressing their offending behaviour.



This page and opposite, scenes from the Young Offenders Program at Oberon.

Inmates who have any child-related offences may not be suitable to be a resident at PTC. Ask staff to help you apply.

Residents are supported in progressing through to various stages of Day and Weekend Leave. Residents are expected to participate in the house and personal shopping, but also to participate in other community activities. At PTC, personal spending is monitored. Residents are expected to maintain a personal budget and are encouraged to save for their release. This is an experience from a Parramatta Transitional Centre resident:

*"Being part of a program like this, it's great to be back out in the community- to become a trusted inmate. We can go shopping at Westfield once a week, go to the local doctor and go for daily walks. The access to employment helps with confidence and makes that transition back into society easier. The staff here are different. Most come from the welfare background so they really want to help."*

### ■ Young Offenders Program

The young offenders program is for young adult female offenders who have a Category 1 or Category 2 classification, are not on remand and who are between 18 and 25 years old. To be part of this program, you must show a positive attitude and a willingness to change.

Through initiative games, situation leadership, communication exercises and a high and low ropes challenge course, the program aims to develop skills of openness, communication, problem solving, trust, respect for others, social responsibility and personal responsibility.

While the program is mainly for young offenders, there is also a role available for older inmates known as the Adult Nucleus (nuke) or mentor role. As a nuke you will be required to

help with activities and act as a peer-educator. You will also help in de-briefing and supporting the young participants. You will be expected to 'lead by example' and participate in activities and work one on one with reluctant or fearful inmates and stop prankish and bullying behaviour.



### ■ Wildlife Care Centre

The Wildlife Centre is part of the John Morony Correctional Complex near Windsor. The Centre gives women the chance to work with local wildlife that may be sick, injured or orphaned. The Centre aims to rescue, rehabilitate and then release the animals, birds and others. It gives you the chance to work with NSW Wildlife Information, WIRES and the Sydney Metropolitan Wildlife Service.

This is a story from one of the women working at the Wildlife Centre, who was the caretaker there.

### Freedom With New Skills: Make A Difference

*"Did you ever have thoughts about working with animals? Did you ever dream about being a vet; working at boarding kennels; the RSPCA? Were you one of those kids that always brought stray animals home and had various creatures all over the house?"*

*Yeah me too! Anyway, fast forward a 'few' years and I find myself in custody yet again!! Truly shattered and feeling like a total waste of space. When you are a user you have a LONG criminal history and there are not too many options.*

*I knew how to cope in gaol... no surprises there really; the same old grind. How could I make things different?*

*I'd heard about the Wildlife Centre that was on the Windsor Gaol Complex but thought that it would only be for a select few. Wrong! It was*

available as external work as soon as you got a Section 6.2. Right, that's me then! So, when I first saw Classo at Dillwynia I indicated that's where I wanted to be and I was determined to get there. All I had to do was get through the 12 months until I had served 1/3 of my bottom sentence (5 years on top; 3 years on the bottom.) I'd never had trouble getting a decent job, I was a hard worker who didn't get involved in the politics. Gaol is hard enough without bringing extra garbage into your space. I could easily have jumped in with the "let's get out of it" group... I'd done my time, 'wasted' too many times to remember clearly! The waste... That was it; lost opportunities, lost birthdays, lost Christmas celebrations, kids' milestones... How could I make a difference this time?

Dillwynia had recommended some basic animal studies through Education, so I signed up for them thinking I could get a head start for Wildlife. The courses were amazing and the teacher Cathy brought in snakes, birds, lizards, ferrets, cats and dogs. I was hooked, and by the time I started at Wildlife I was ready to learn everything I possibly could and to make my time work for me.

The Wildlife Centre Program is specifically set up for native wildlife and we sometimes look after injured animals until they are ready for release. I was lucky enough to go with the staff when two black swans were to be released at a local waterway.

The girls and I had seen these swans come into care, watched them mature and learn the skills they needed to survive in the world. However, watching them skim along the river and then take off into the skies was something I won't ever forget. A couple of false starts and they went in the right direction. It was a great result. The Wildlife staff helped me see that I could make my passion with animals work for me; after all, the furry creatures didn't care if I had a criminal history or not, and guess what? Neither did the people that recognised my heart was in the wildlife's welfare! Two years on, I am just about to finish my Certificate III



in Captive Wildlife at Richmond TAFE, just in time for my release.

Since getting my C1 Classo over a year ago I have been able to attend Richmond TAFE to study, and the rest of the week I work at Wildlife. The best of both worlds. Sometimes I have to pinch myself to realise I'm still doing time!

The difference is IT IS MY TIME!

Don't get me wrong there have been challenges along the way, but you have to make up your mind that you want to make changes in yourself and your future and drive your bus straight through the brick walls that 'others' set up. I had to convince Education and Classo and finally get the Management's support to achieve all this. I was like a broken record but I got there! Has it all been worth it? HELL YEAH!

I have had some incredible experiences through the Wildlife Centre's Program. The staff have been very supportive of my plans and always helped where they could along the way. They've shared their vast Wildlife knowledge with me and have always been patient with my twenty questions about the animals. I have been on great excursions to other wildlife parks and zoos with my TAFE course and have built up some excellent experience.

Through the Commissioner's support of the Wildlife Centre there is now inmate accommodation available on the premises. I am now the Inmate Caretaker.. so my hard work has paid off. Bottom line is that Dillwynia has this incredible sentence pathway available. If you are looking at a lengthy time in custody, you don't have to waste it. Go and see your case manager, classo and education. Drive your own bus and you too could arrive at Wildlife. The rescue/rehab there isn't just for the animals. I now have a life ahead with skills that get me a job I love... with wildlife. Learn to be free."



Wildlife Care Centre at John Morony Correctional Complex.

### ■ Boronia

Boronia is a Community Offender Support Program centre that provides accommodation and support for women leaving custody and who have high support needs. It is located next to Bolwara.

### ■ Guthrie House

Guthrie House is a community-based post-release accommodation. The support workers assist women to make the transition from

custody to the community by providing a program that helps to increase life skills. Guthrie House also provides access to SMART, NA and AA groups and can assist with budgeting and with debt management.

While at Guthrie House you can be involved in activities such as art therapy, learning how to cook as well as relapse prevention, nutrition and sexual health courses. If you have children, there is a mothers and children's room that can accommodate children under 5.

After you are discharged from Guthrie House, support workers may be available to provide an outreach program so that you are supported after Guthrie.

To be accepted you have to be facing criminal charges, on bail or court-imposed bonds or on parole. If you have alcohol or other drugs issues you must have a commitment to recovery from addiction and other substance abuse. Priority is given to homeless women. Residents at Guthrie House say “You’ve got to be serious about making this decision” and “with freedom comes responsibility”.

While you are a resident, you cannot be on illegal drugs and so, urinalysis is still carried out. Women on methadone or buprenorphine programs are welcomed as clients.

To apply you may call Guthrie House yourself on (02) 9564 5977, or be referred by a Justice Health nurse or another welfare or legal service inside your correctional centre.

## 30. Change of name

If 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 everyone in custody. 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 or to a Registrar in another state.

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 Wing/ Unit Officer to give you an application form to

You can usually stay up to six weeks: this is dependent on your progress, need and housing options. There is a waiting list so get in touch as soon as you can. These are some of the things residents like most about Guthrie House:

- *“Being drug free.”*
- *“You feel healthier about yourself.”*
- *“It’s not easy. You’re working on yourself every day.”*
- *“The staff are encouraging.”*
- *“You are left to your own devices, and it’s up to you to make that commitment to stay clean and take responsibility for yourself.”*
- *“Getting back to basics and being in an environment where everyone is trying to do the same thing.”*

**Guthrie House (02) 9564 5977**

submit to the Commissioner. Once you have filled the application out, give it back to the Wing/Unit Officer.

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

If the Commissioner approves your application, you may apply to the NSW Registrar or a Registrar in another state to change your name.

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 or the Registrar in another state. The NSW Registrar or a Registrar in another state will still need to assess your change of name application and make a decision.

## 31. Glossary of terms

ACSO	Aboriginal Client Services Officer
AEVTI	Adult Education and Vocational Training Institute
AOD	Alcohol and Other Drugs
CADL or CTS	Controlled Telephone System, the telephone system used in correctional centres
Buy-ups	The system for the purchase of approved items and food for inmates
Classo	An inmate’s security classification and placement, which is approved by the CMT
CMT	Case Management Team
Contraband	Any banned or unauthorised items in a correctional centre (such as money, drugs, mobile phones, weapons, some food items, etc)
CRC	Community Restorative Centre
CSSL	Corrective Services Support Line
ERC	Escape Review Committee
Knock-up buttons	In-cell alarms for use in emergencies
LA	Limited association
Let Go	Morning release of inmates from wings
Lock Down	All inmates are kept in their cells due to staff shortages or an incident. No visits by families or external workers.
Lock In	Daily securing of inmates in wings.
Muster	Inmate roll call
NA	Narcotics Anonymous
NUM	Nurse Unit Manager
OS&P staff	Offender Services and Programs staff
OV	Official Visitors receive enquiries and complaints from inmates and staff
PRLC	Pre-Release Leave Committee
RIT	Risk Intervention Team
Security	Property or money to be lodged as a condition of bail
SDS	Statewide Disability Services
SMAP	Special Management Area Program
SORC	Serious Offenders Review Council
TAFE	Technical and Further Education
TIS	Telephone Interpreter Service
VCL	Victims’ Compensation Levy- payment to victims from an offender
VJ	Visiting Justices are Magistrates who hear cases of inmates breaching rules in a correctional centre

# 32. Correctional centre addresses

## ■ Women's correctional centres

Silverwater Women's .....	Holker St, Silverwater Locked Bag 130, Silverwater, NSW 1811 Ph: (02) 9289 5334
Emu Plains .....	Old Bathurst Rd, Emu Plains Locked Mail Bag 6, Penrith, NSW 2750 Ph: (02) 4735 0200
Dillwynia .....	2756 The Northern Rd, Londonderry Locked Bag 657, South Windsor NSW 2756 Ph: (02) 4582 2222, 4582 2526,

## ■ Other correctional centres which accommodate women

Balund-a .....	186 Welsh Rd, Mookima Wybra via Tabulam, NSW 2469 (02) 6660 8600
Broken Hill .....	199 Gossan St, Broken Hill PO Box 403, Broken Hill, NSW 2880 Ph: (02) 8082 6000
Mid North Coast.....	37 Aldavilla Rd, Kempsey PO Box 3567, West Kempsey, NSW 2440 Ph: (02) 6560 2700
South Coast (SCCC) .....	Oxford St South Nowra (02) 4424 6000
Wellington.....	Mudgee Rd, Wellington PO Box 386, Wellington, NSW 2820 Ph: (02) 6840 2800

## ■ Correctional centres where women may stay for short periods of time

Bathurst .....	Cnr Browning St & Brookmore Ave, Bathurst PO Box 166, Bathurst, NSW 2795 Ph: (02) 6338 3282
Junee.....	197 Park Lane, Junee PO Box 197, Junee, NSW 2663 Ph: (02) 6924 3222

## ■ Women's transitional centres

Bolwara.....	Lot 2, Old Bathurst Rd, Emu Plains Locked Bag 8002, Penrith, NSW 2751 Ph (02) 4735 7098
Parramatta TC .....	124 O'Connell St, Parramatta, NSW 2151 Ph (02) 8832 4000

## ■ Men's correctional centres

Balund-a (Tabulam) .....	186 Welsh Rd, Mookima Wybra via Tabulam, NSW 2469 Ph: (02) 6660 8600
Brewarrina (Yetta Dhinnakkal)..	Locked Bag 1, Brewarrina, NSW 2839 Ph: (02) 6874 4715
Cessnock.....	PO Box 32, Cessnock, NSW 2630 Ph: (4993) 2333
Cooma .....	Locked Bag 7, Cooma, NSW 2637 Ph: (02) 6455 0333
Glen Innes .....	Locked Bag 7, Glen Innes, NSW 2370 Ph: (02) 6733 5766
Goulburn.....	PO Box 264, Goulburn, NSW 2580 Ph: (02) 4827 2222
Grafton.....	PO Box 656, , NSW 2460 Ph: (02) 6642 0300
Ivanhoe (Warakirri) .....	PO Box 109, Ivanhoe, NSW 2878 Ph: (02) 6995 1403
John Morony.....	Locked Bag 654, South Windsor, NSW 2756 Ph: (02) 4582 2222
Junee.....	Park Lane, Junee, NSW 2663 (02) 6024 3222
Lithgow .....	PO Box 666, Lithgow, NSW 2790 Ph: (02) 6350 2222
Long Bay Hospital .....	PO Box 13 Anzac Pde, Matraville, NSW 2036 Ph: (02) 8304 2000
Long Bay MSPC .....	Locked Bag 23, Matraville, 2036 Ph: (02) 8304 2000
Mannus (Tumbarumba) .....	3506 Jingellic Rd, Mannus via Tumabara, NSW 2653 Ph: (02) 6941 0333
MRRC.....	Private Bag 144, Silverwater, NSW 1811 Ph: (02) 9289 5600
Mid North Coast (Kempsey) .....	PO Box 3567, West Kempsey, NSW 2440 Ph: (02) 6560 2700
Oberon.....	Via Shooter's Hill Rd, Locked Bag 2, Oberon, NSW 2787 Ph: (02) 6335 5248
Parklea .....	66 Sentry Drive, Parklea, NSW 2768 Ph: (02) 9678 4888
Parramatta.....	Locked Bag 2, North Parramatta, NSW 2151 Ph: (02) 9683 0300
Silverwater .....	Locked Bag 115, Australia Post Business Centre, Silverwater, NSW 1811 Ph: (02) 9289 5100
St. Heliers.....	PO Box 597, Muswellbrook, NSW 2333 Ph: (02) 6542 4300
Tamworth .....	PO Box 537, Tamworth, NSW 2340 Ph: (02) 6766 4977

Being in gaol is a time to take stock of your life and set new goals. Most people who go to prison stay in the community after they are released. They don't go back to gaol.

The best way to achieve this success is by deciding to be positive in everything you do. Be positive when you are talking with other women and when you are asking staff for information or if you need something to be done. Be positive when you are doing programs or are at work.

Information in this handbook may change after the date of publication. Always double check with staff that information is still current.

If you have suggestions for changes or additions for the next handbook, please contact Principal Advisor Women Offenders.





