



Visiting

a Correctional Centre



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Revised July 2020

CSES

CSNSW

Introduction

Visits to inmates in correctional centres are important to strengthen and maintain family and other personal relationships.

Corrective Services NSW (CSNSW) is committed to:

- providing family-friendly visits areas
- making visiting an inmate as easy as possible.

Visiting an inmate

Family, friends and authorised visitors can visit inmates. Legal practitioners and other experts involved in legal matters can also visit their inmate clients.

If you are under 18 years of age usually you must be accompanied by an adult to visit an inmate.

You may be required to remove your face covering so you can be identified.

Visitors must wear appropriate clothing to enter a correctional centre. Details are available from our website or the correctional centre.

An inmate may refuse contact with a visitor.

A visit may be terminated if a staff member is concerned that the visitor's behaviour is:

- illegal
- offensive
- threatens the good order, safety and security of the centre and/or other persons.

If an inmate's offence history, current conviction or charge relates to child protection issues, the inmate will need to be assessed before children under 18 years of age can visit.

Examples are:

- physical or sexual abuse of a child
- domestic violence in the presence of a child
- used a child to bring drugs into a correctional centre.

For further information, contact the CSNSW Child Protection Co-ordination and Support Unit at child.protection@justice.nsw.gov.au.

If you are visiting an inmate who has a very high risk security rating, you must have a Criminal Record Inquiry (CRI) check by CSNSW before you can visit. You will be advised when a CRI is needed. Children 15 years of age or under do not need to have a CRI check.

If you have the flu, you should try to stop spreading to other people by:

- **postponing a planned visit to an inmate**
- **throwing away tissues after each use**
- **washing your hands thoroughly before and after a visit**
- **covering your mouth when you cough or sneeze.**

Prohibited items, visitor searches, restrictions and AVOs

Visitors must not bring prohibited items such as guns, drugs, knives, alcohol and syringes into a correctional centre or onto a correctional complex. This includes the visitor car park. Visitors must leave their cigarettes and mobile phones in vehicles or in secure lockers provided at each centre. CSNSW has dogs trained to detect prohibited items.

If staff have a reasonable suspicion that a visitor may be carrying prohibited items, the visitor may be asked to remove their outer clothing. If a child is accompanying the visitor, the child's outer clothing, such as jacket, hat and shoes may need to be removed.

CSNSW staff are not permitted to conduct strip searches or physically remove any clothing from visitors including children.

As part of a general search, visitors may be asked to:

- turn out any pockets and a child's pockets
- open bags or other personal belongings, including children's prams and capsules
- be scanned head-to-toe with a hand-held scanning device
- walk through a detector
- stand still while a drug detection dog walks around them.

If a visitor is prohibited from entering a correctional centre or restricted

to non-contact visits, he/she will be advised in writing. The letter will explain:

- the reasons for the decision
- the length of time the prohibition or restriction applies
- the authority for imposing the prohibition or restriction.

If a visitor is prohibited or restricted for a fixed period of time, the visiting privileges will be restored automatically at the end of that period unless the letter states otherwise.

The visitor can write to the Visits Review Unit to ask the Commissioner to review or lift a restriction or prohibition. The Visits Review Unit will inform the visitor of the Commissioner's decision.

Visits Review Unit

Phone: (02) 8737 5084, (02) 8737 5085

Email:

visits.reviewunit@justice.nsw.gov.au

If a restriction or prohibition means a child does not have an adult to accompany him/her to the visit, contact **SHINE for Kids** on (02) 9714 3000 for assistance.

If there is an enforceable Apprehended Domestic Violence Order (ADVO) or Apprehended Personal Violence Order (APVO) in relation to the inmate to be visited, the visitor must inform CSNSW staff when booking the visit.

The visitor must take a copy of the ADVO or APVO when visiting the correctional centre and if asked, show that they are allowed contact with the inmate.

Locating an inmate

To find out where an inmate is located, contact Sentence Administration on (02) 8346 1000 between 8.30am and 4.30pm, Monday to Friday (excluding public holidays).

If an inmate is at a court or in a court cell, contact with them is restricted. In most cases visits are not permitted.

Usually, only when an inmate is transferred to a correctional centre, can their location and related visitor information be provided.

Identification (ID) required for a visit

The first time adults visit an inmate they must provide ID as part of the process of obtaining a Visitor ID number. For following visits they must carry ID and produce it when requested.

Adult visitors must provide one proof of identity document from List 1 or three documents from List 2 (see below).

One document must show the visitor's current residential address.

Documents with a residential address must correspond with the name and address details given when the visitor makes a booking.

List 1 – one of the following **primary** forms of ID:

- current Driver Licence
- proof of age card issued by Service NSW (or equivalent from interstate)
- current passport or one that has expired within the last 2 years

- any current photo ID issued by an Australian government department, agency or authority.

List 2 – any three of the following **secondary** forms of ID:

- Birth Certificate
- evidence of enrolment from the Australian Electoral Commission
- public utility account e.g. water, gas, electricity and/or telephone issued within six months of the date of intended visit
- current registration papers (motor vehicle or boat)
- marriage certificate
- Australian citizenship or entitlement card issued by a government department, agency or authority e.g. a pension card
- Department of Home Affairs papers
- signed credit or debit card.

Children under 18 do not need ID when accompanied by an adult.

On arrival at a correctional centre for each visit, visitors must record their relevant personal information on a Visitor Information form. This information will be verified with data maintained on the Offender Integrated Management System.

Information relating to a child visitor including the relationship to the inmate is also recorded on a Visitor Information form.

Booking a visit

Usually, visits must be booked by phoning the correctional centre. When making a booking, visitors will be asked the name of the inmate they want to visit and the inmate's Master Index Number (MIN).

The first time adult visitors book a visit they will be allocated a Visitor ID Number (VIN) over the phone if they can, for example, give the number of their Driver Licence or passport. Otherwise, the VIN will be allocated at the time of the first visit. In both cases the ID documents must be shown at the first visit so that ID can be verified. For subsequent visit bookings, visitors will be asked to provide their VIN.

Visiting hours vary from one correctional centre to another and most centres only have visits on the weekend because inmates are working during the week.

Inmates on remand are permitted two visits per week and sentenced inmates one visit per week.

To check visiting hours, visitors should contact the correctional centre. Phone numbers are available on the map at the end of this booklet, or on the CSNSW website **www.correctiveservices.justice.nsw.gov.au** under 'Find a correctional centre'.

A current project is underway to improve the level of service provided to visitors through the use of the JUST Connect system. The project will have an initial focus on improving communication with visitors. More information will become available when the system is operational.

Biometric ID System

The biometric ID system, when available, is used to photograph a visitor's face, scan their irises and capture their fingerprints. The information captured on the system at the initial visit will be available at all networked centres for subsequent visits.

Even if there is a biometric ID system at the centre you are attending, you must still carry ID. This applies to everyone who enters a correctional centre, e.g. all CSNSW staff, legal practitioners, Police and visitors to inmates.

The information gathered via the biometric ID system cannot be used for any other purposes and CSNSW must comply with privacy legislation regarding the retention and security of personal information.

At centres where there is no biometric ID system visitors are required to produce ID documents (from the lists on page 5) even if they already have a VIN.

In order to verify the identity of a visitor, the visitor may be required to remove any face covering. Face covering includes an item of clothing, helmet or mask which prevents your face from being wholly or partially seen.

What visitors can bring for inmates

Visitors can bring some items for inmates. These items cannot be given directly to the inmate. They must be left with the officer in the visits reception area who will arrange for the items to be recorded and kept in the inmate's property or given to the inmate.

Inmates may receive from visitors the following items only:

- newspapers and magazines in a language other than English that are not otherwise available through the normal newspaper buy-up
- photos unframed or not contained in an album.

Do not bring money for the inmate. There are no facilities at any correctional centre to deposit cash, cheques or money orders into inmate accounts.

Families and friends can electronically deposit money by using BPAY (internet and phone banking) or make a deposit using cash or a debit card at any post office. A VIN is required.

Further information on how to deposit money into an inmate's account can be found in English, Vietnamese, Chinese and Arabic at www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/custodial-corrections/e-banking/e-banking.aspx

What visitors can take into the visits area

Visitors cannot take personal items such as wallets, purses, jewellery (except wedding rings or items that cannot be removed), cigarettes, lighters or mobile phones into the visits area. These items must be left in a locker in the visits reception area. Generally, the lockers are coin-operated. It is advisable to ask for details about coins required when booking a visit.

Food and drinks cannot be brought into the visits area. Visitors can bring coins to buy food and drinks from the vending machines in the visits area. It is advisable to ring the correctional centre to ask how much money is allowed to be brought in.

Visitors can also take standard items necessary for infants and children such as nappies, bottles of formula and sealed containers of baby food to the visits area. Prams and baby capsules are not allowed.

Visitors who need to take prescription medicine such as asthma puffers, insulin or Epipens during a visit must complete an Application for *Special Medical Consideration* form and attach a relevant medical certificate. The form is available online or from an officer and must be approved by the Governor before the visit. Prescription medicine must be left locked in a vehicle or in a locker in reception.

Visitors who leave the visits area to take medication will be rescreened before resuming the visit.

Facilities available in visits areas

Nursing mothers can breastfeed their babies while on a visit and staff will provide a discreet area to breastfeed if requested by the mother.

There are activity packs for children available from the officers in the visits area. Some visits areas have play equipment for young children.

There are no toilets in the visits area. If a visitor uses the toilets the visit will be stopped. The visit may only resume if the visitor has an approved *Application for Special Medical Consideration form*. The visitor will be rescreened before resuming the visit. If a child, accompanied by an adult, uses the toilet they will be rescreened before resuming the visit.

Support for visitors

Some **travel and accommodation assistance** may be available for families visiting an inmate. The assistance is usually a reimbursement of some of the costs.

To apply for this assistance, you must:

- be a member of the inmate's immediate family, support network, a friend or have a kinship relationship
- be aged 18 or over
- be on Centrelink benefits or experiencing financial hardship
- be visiting an inmate in a NSW correctional facility (other than Junee Correctional Centre) that is over 100 kms from their home

- not have claimed for assistance for a visit made in the last 12 weeks.

Information about this assistance including the application form can be obtained from the Community Restorative Centre. Go to **www.crcnsw.org.au** or phone (02) 9288 8700.

Junee Correctional Centre provides a free weekly return train ticket to Junee from Central Station/ Campbelltown Station, and a free taxi service to and from Junee station to the centre.

Transport bookings can be made by calling (02) 6924 3222. Visitors must book and pay for their own accommodation.

Visits bookings can be made by contacting Junee Correctional Centre on (02) 6930 5585 Monday - Wednesday between 8am - 4pm.

The **Visitor Information Volunteer Scheme (VIVS)** operates at the Metropolitan Remand and Reception Centre. Volunteers provide information, guidance and support to families and friends visiting inmates. The volunteers are easy to spot as they wear badges which identify them.

Family Video Contact may be used by families and friends of inmates who are located in a correctional centre where video conferencing facilities are available. These sessions can be approved for families and friends who have difficulty in travelling to visit the inmate. To apply for a session, the inmate must complete a *Family Video Contact Application Form* available from the officer-in-charge of video conferencing at the correctional

centre and return it to the officer to process.

Community Restorative Centre (CRC) is a community organisation dedicated to supporting inmates, ex-inmates, and their families and friends. Services include family support, telephone information and referral, financial support (via reimbursement) for correctional centre visits and Family Video Contacts from the CRC office in Canterbury.

Other programs include various pre and post release transition services for people exiting custody across NSW; a court support program; the *Jailbreak* radio show on 2SER 107.3FM; and Koori Radio 93.7FM.

For more information go to www.crcnsw.org.au or phone: (02) 9288 8700.

Specific support services for children who have a parent in custody

SHINE for Kids is a community organisation providing services for families and in particular for children who have a parent in custody.



SHINE for Kids

Child and Family Centres operated by **SHINE for Kids** are located close to the entrance of the following correctional centres/complexes:

| | |
|-----------------|----------------|
| Bathurst | (02) 6331 1661 |
| Cessnock | (02) 4991 1035 |
| Goulburn | (02) 4821 2300 |
| Junee | (02) 6924 3548 |
| Mid North Coast | (02) 6561 3800 |
| Parklea | (02) 9837 4397 |
| Silverwater | (02) 9714 3000 |
| South Coast | (02) 4423 4185 |
| Wellington | (02) 6845 1550 |
| Windsor | (02) 4574 1542 |

SHINE for Kids provides a range of programs and activities for children and families including:

- activities during correctional centre visits
- Child and Family Centres
- child minding during visits
- limited supported children's transport - to visit their parent in custody
- Child/Parent Activity Days - held at correctional centres
- child and family support
- programs for children's carers
- mentoring for children and young people
- education support
- Aboriginal-specific programs.

For further information about the range of services and programs available go to www.shineforkids.org.au or phone: (02) 9714 3000.

Making a complaint

A visitor can ask to speak to the most senior staff member on duty or write down their suggestion or complaint and send it to the Governor of the correctional centre.

If a matter cannot be resolved by correctional centre staff, it can be sent in writing to:

The Commissioner
Corrective Services NSW
GPO Box 31
SYDNEY NSW 2001

or email

executiveservices@justice.nsw.gov.au

Checklist

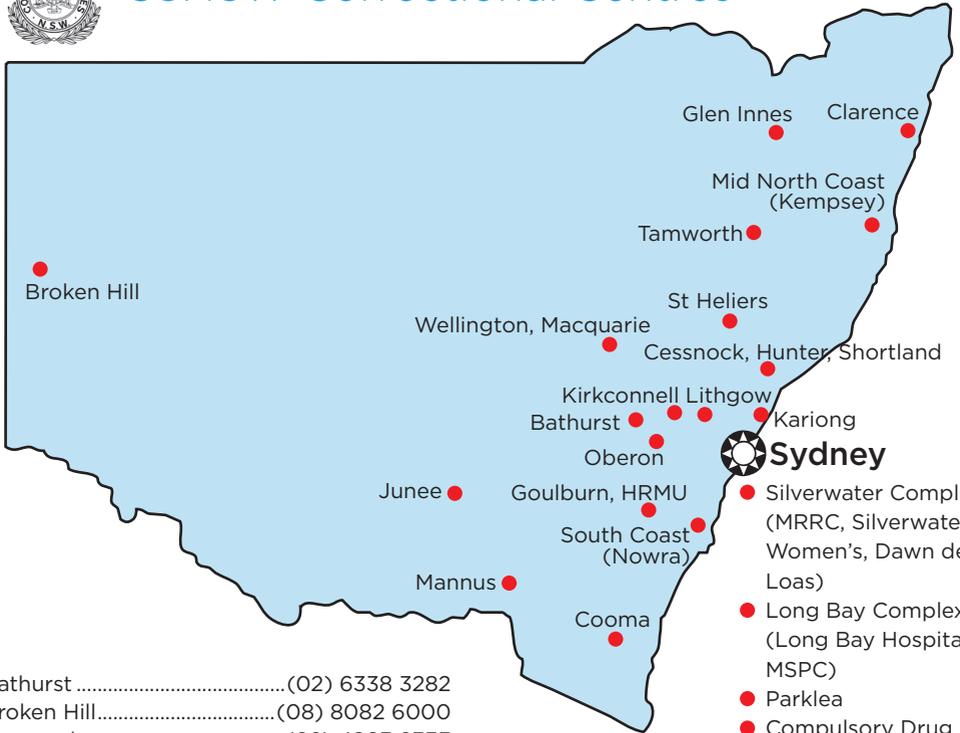
When calling a correctional centre you may want to check:

- Visiting hours
- Coins/money needed for lockers and food
- What cannot be worn to a visit.





CSNSW Correctional Centres



- Silverwater Complex (MRRC, Silverwater Women's, Dawn de Loas)
- Long Bay Complex (Long Bay Hospital, MSPC)
- Parklea
- Compulsory Drug Treatment CC
- Francis Greenway Complex (Dillwynia, John Morony, Geoffrey Pearce)
- Emu Plains
- Mary Wade

| | |
|--------------------------------------|----------------|
| Bathurst | (02) 6338 3282 |
| Broken Hill..... | (08) 8082 6000 |
| Cessnock | (02) 4993 2333 |
| Clarence | (02) 6643 6500 |
| Compulsory Drug Treatment.. | (02) 9678 4171 |
| Cooma | (02) 6455 0333 |
| Dawn de Loas..... | (02) 9289 5339 |
| Dillwynia | (02) 4582 2528 |
| Emu Plains | (02) 4735 0200 |
| Francis Greenway Complex .. | (02) 4582 2222 |
| Geoffrey Pearce | (02) 4582 2304 |
| Glen Innes | (02) 6730 0000 |
| Goulburn..... | (02) 4827 2222 |
| High Risk Management Unit .. | (02) 4827 2423 |
| Hunter Visits 1..... | (02) 4050 6320 |
| Visits 2 | (02) 4050 6321 |
| John Morony | (02) 4582 2223 |
| Junee | (02) 6924 3222 |
| Kariong..... | (02) 4340 3400 |
| Kirkconnell | (02) 6337 5317 |
| Lithgow | (02) 6350 2222 |
| Long Bay Complex (Long Bay Hospital, | |
| MSPC)..... | (02) 8304 2000 |
| Macquarie..... | (02) 6845 5600 |

| | |
|--------------------------------|----------------|
| Mannus..... | (02) 6941 0333 |
| Mary Wade..... | (02) 8737 5800 |
| MRRC..... | (02) 9289 5600 |
| Mid North Coast (Kempsey)..... | (02) 6560 2700 |
| Oberon | (02) 6335 5248 |
| Parklea..... | (02) 9678 4888 |
| Shortland..... | (02) 4993 2333 |
| Silverwater Complex..... | (02) 9289 5600 |
| Silverwater Women's | (02) 9289 5100 |
| St Heliers | (02) 6542 4300 |
| South Coast (Nowra)..... | (02) 4424 6000 |
| Tamworth | (02) 6764 5333 |
| Wellington..... | (02) 6840 2800 |

smokefree

Smoking is not allowed anywhere on the grounds of a correctional centre or complex, including car parks, walkways and visitor reception.

Tobacco and tobacco related products, including matches, lighters and e-cigarettes, are treated as contraband.

You can store them in your vehicle or in a locker in the visitor reception.

