



Women's Handbook 2012

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Corrective Services NSW

Women's Handbook
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Corrective Services NSW
GPO Box 31
Sydney NSW 2001

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Corrective Services NSW acknowledges the traditional owners of the land and pays its respect to Aboriginal Elders past and present.



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Welcome

Coming into custody can be frightening and many people experience acute fear and anxiety. The first weeks are the hardest, but once you are through the initial phase and start understanding how things work, the feelings of anxiety usually fade.

It's really important to listen carefully to instructions to find out what's available and how to get assistance. Listening carefully and asking for help are the best ways to get the information you need. Don't be afraid to ask staff, members of the Inmate Development Committee or the Aboriginal Delegate.

There are lots of opportunities to make the most of your time in custody - you can get healthy, you can get help to stay in contact with your family and children, you can earn money and learn new skills. If you are sentenced you will probably need to do programs that address your offending behaviour.

Most people don't go back to gaol. Most succeed in turning their lives around and can look forward to a rosier future. It's hard, but by being active and working at it, setting milestones for yourself and achieving goals, you can set yourself on a path to success.



Contents

1. Coming into a correctional centre.....6	Aboriginal Legal Service23	16. Employment42	25. What about my kids?.....62
Reception.....6	Wirringa Baiya Aboriginal Women's Legal Centre23	Wages 42	Custody of your kids62
Screening.....6	Women's Legal Services NSW24	Work Release Program.....43	26. Services to help you when you get out.. 63
Health screening6	Domestic Violence Legal Advice24	Employment portal.....43	Community Restorative Centre (CRC).....63
Induction6	Indigenous Women's Legal Contact Line.....24	17. Mothers and Children's Program44	Justice Health Connections Program.....63
Identification (ID) Card7	Hawkesbury Nepean Community Legal Centre24	Full Time Residential Program.....44	Area Health Services64
Master Index Number (MIN)7	Legal Education & Advice in Prison (LEAP)24	Occasional Residential Program.....44	27. Enquiries, requests, complaints & applications65
Sentence details7	Legal Information Portal.....24	How to apply44	Local enquiries to correctional centre staff65
Special Management7	7. Appeals25	Parenting programs44	Telephone the Corrective Services Support Line (CSSL).....65
Clothing.....7	Lodging an appeal25	Quotes from participants.....45	Talking to an Official Visitor (OV)66
Cell alarms (knock-up buttons)7	Legal Aid26	18. Health services.....46	Writing to the Commissioner or Minister ..66
Strip searches8	If you are refused Legal Aid..... 26	Health Care Interpreter Service46	Writing to the NSW Ombudsman.....66
Staff roles.....10	If you are paying privately... ..27	Reception assessment.....46	Medical complaints67
Inmate Development Committees (IDCs) 10	In court.....27	Justice Health centres.....46	28. Property & purchases (buy-ups)68
Coping.....10	Crown appeals27	Doctor's clinic.....46	Reception purchases68
If you're not coping... ..10	8. Victims' Compensation Levy (VCL).....28	Medication.....47	General property68
Risk Intervention Team (RIT)10	9. Correctional centre offences28	Patient Information Booklet.....47	Property delivered by visitors.....68
Things you can do to help yourself..... 11	10. Rights & obligations29	Specialist doctors.....47	Personal property limits68
10 tips to stress less 11	11. Case management30	Dental services47	In your cell you may have:68
Other things you can do to help yourself .12	Case plan.....30	Mental health services48	Giving property to another inmate.....69
Slow breathing exercise.....12	Case notes30	Alcohol & Other Drug services.....48	Buy- ups (canteen purchases)69
Talking helps.....12	Case officer.....30	Methadone (biodone)/buprenorphine.....48	Dietary needs.....69
2. Visits.....13	Review30	Aboriginal health48	Religious items.....69
Visitors under 18 years13	Manager, Offender Services and Programs (MOSP)30	Public health48	Clothing.....69
Children's all day visits.....14	Case management file32	Health promotion48	29. Women's facilities & services.....70
Professional visits14	Access to your case file32	Hygiene.....49	Silverwater Women's Correctional Centre70
Overseas visitors14	12. Classification.....33	Family-Friendly Mental Health Service49	Emu Plains Correctional Centre.....70
Searching after visits.....14	Maximum security33	Preparing for release49	Dillwynia Correctional Centre.....70
3. Contacting family and friends15	Medium security33	Head lice50	Wellington Correctional Centre71
Telephone calls16	Minimum security33	19. Restorative Justice52	Bolwara Transitional Centre.....72
Mail sent to you.....16	Special designations34	20. Chaplaincy Services54	Parramatta Transitional Centre73
Mail sent by you16	13. Parole35	21. Statewide Disability Services (SDS).....55	Young Offenders Program75
Contact with inmates in other centres.....17	14. Offender Services & Programs (OS&P).36	22. Language & cultural services56	Wildlife Care Centre.....75
Common Auto Dial List (CADL)17	Compendium programs36	Interpreters.....56	Boronia.....77
Country codes for international dialling....18	Other programs37	Cultural buy-up.....56	Guthrie House.....77
4. Bail20	Services to help you through37	English classes56	30. Change of name78
Acceptable Person/surety20	Centrelink & Housing NSW.....37	Foreign nationals56	31. Glossary of terms79
If bail has been granted, but conditions cannot be met21	Employment.....39	Deportees56	32. Correctional centre addresses80
Bail applications/reviews.....21	Health.....40	23. Aboriginal services.....57	Women's correctional centres.....80
If bail has been refused.....21	Children, family & community40	Aboriginal Support and Planning Unit57	Other correctional centres which accommodate women.....80
Security.....22	Psychology services40	Regional Aboriginal Project Officers (RAPOs).....57	Correctional centres where women inmates stay for short periods of time80
5. Next of kin + Transfers22	15. Education41	Aboriginal Client Services Officers (ACSOs).....57	Women's transitional centres80
Next of kin22	Education programs.....41	Other resources57	Men's correctional centres81
Transfers.....22	Library41	24. Help from the outside.....58	
6. Legal services.....23	Computers.....41	Community Restorative Centre (CRC).....58	
Prisoners Legal Service23		SHINE for Kids.....58	
		Prisoners' Aid Association.....60	
		Women in Prison Advocacy Network (WIPAN)60	
		Dress for Success Sydney60	

1. Coming into a correctional centre

■ Reception

When you arrive you will be seen by staff in the reception area:

- you will be asked questions to make sure your health, safety and welfare are OK
- the reception/intake officers will list all your property and store it in the reception/intake area
- storage space is limited so you may be asked to sign out excess property to a family member or friend
- you will be given clothing and essential toiletry items
- any cash will be put into your gaol account.

At the time of printing this book, you are able to buy tobacco. As restrictions on smoking are increasing, this may change. If you don't have any money when you come in, you can fill out a purchase sheet. The money will be taken out of your account after it is set up.

You will be strip searched by a female officer. You will **not** be searched internally, however you will be asked to remove any tampons or pads that you are wearing. This process checks that you are not bringing anything into the centre that you should not have. See page 82 for further information.

■ Screening

Next you will be seen by Justice Health staff and Offender Services and Programs (OS&P) staff. They will further assist you with any immediate concerns.

You will be given the opportunity to make a telephone call to family or friends within a short time after reception/screening.

If you have been getting payments from

Centrelink and/or have a Social Housing tenancy or application for housing, you must let staff know so they can contact these agencies on your behalf. This way you can avoid getting into debt to Centrelink and Housing, or avoid having your application for housing closed. Also see page 37.

Debts

If you have SDRO debts make sure you fill in the form to let SDRO know where you are, so your repayments can be suspended while you're in custody and for 3 months after release. If you don't let them know you can be penalised with more debt.

Health Screening

A Justice Health nurse will ask you about your health and medical situation. Make sure you tell the nurse if you are on any medication, suffering withdrawals or have any other medical problems (like diabetes, heart problems or depression).

Much of the your information will be kept private and confidential by Justice Health. Sometimes, however, it may need to be shared so Justice Health nursing staff will ask for your permission to share the information. If you agree, they will ask you to sign a permission form. If you have any questions about privacy or confidentiality, discuss them with the nurse.

■ Induction

Over the next few days you will be told what is going to happen while you are in gaol. This is a good time to get some of your questions answered.

You will be told about:

- routine and rules
- visits, phone calls and mail

- Offender Services and Programs
- work opportunities.

Community Offender Services staff (Probation and Parole) or chaplains may also see you. In addition, your first classification and case management meeting will take place soon after you enter custody. This is where you will be assessed and a case plan developed (or revised if you already have had a case plan developed by Probation & Parole.) You will be involved in this process. It will involve goals for you to work towards, and programs that you need to do.

■ Identification (ID) Card

You will be given an identification (ID) card. **This card is important and you must carry it at all times.**

This card gets you around the gaol and gets you access to services including visits, buy-ups, mail and medication. If you lose this card you will have to pay for another one.

■ Master Index Number (MIN)

You will be given a Master Index Number, known as your MIN. This number is on your

ID card and all other Corrective Services records. All inmates have a MIN and it's good to memorise yours, because staff often ask for it. Your MIN does not change if you change centres.

■ Sentence Details

If you want to know the details of your sentence - what's on the top and what's on the bottom - ask your Wing Officer or other staff to check on OIMS, the electronic database.

■ Special Management

In the court cells and at your screening interview at the correctional centre you would have been asked if you are concerned for your safety. This may be because of your charges or because you were worried about meeting up with particular inmates.

At your initial reception into gaol you can ask to be placed into a Special Management area. This is a big decision to make and you need to give yourself time to think it through thoroughly. Staff will consider your request and decide if you need this or not.

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

■ Clothing

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

■ Cell alarms (knock-up buttons)

Cells have alarms (knock-up buttons) so you can get help from staff in an emergency. It's important to know how these alarms work. Ask a member of staff to tell you about them.

The alarm is for emergencies only.





■ Strip searches

Strip searches happen routinely when you arrive at a correctional centre. This might be from court or transfer from another correctional centre or returning from day leave. Strip searches happen whenever you might have been in contact with the public or an inmate from another correctional centre. They happen randomly for people returning from External Leave – day leave, weekend leave, study leave and work release. At least 10% of people coming back to a correctional centre after External Leave are strip-searched on a random basis each day and all External Leave participants are strip-searched over a 2-month period. A strip search will also happen if you are suspected of carrying unauthorised property.

Strip searches are conducted away from public view, for example, away from children and other people, staff and inmates, not directly involved with the search. In all cases, searches are conducted with due regard to dignity and respect and in as seemly a manner as is conducive to an effective search.

The searches are undertaken by female staff. In exceptional circumstances/emergencies, the General Manager, Manager Security or the Night Senior/Officer in Charge after hours may give approval for searches by male officers. There are always at least two correctional officers to conduct a strip search. One who stands in front of you and gives directions and the other who observes the process from behind. You'll be asked to hand your clothes to the officer behind you, who will search them.

You will not be touched while you are strip searched. When you remove your underwear and socks you will be instructed to turn them inside out and hand them to the officer behind you. You'll be visually checked in two stages so that you always have something on. You remove your clothing from either the top or bottom half of your body and a visual check is made. You then put those clothes back on and remove the clothing from the other half of your body to enable the rest of the observation. The clothes you put back on should not prevent the visual examination of the other half of your body i.e. you can put your bra back on and a short top but not a long top.

If you have a large abdomen or large breasts you may be instructed to lift them to enable the officer to see underneath.

Unless there are grounds for suspicion, you will not be instructed to part your buttocks. This only happens if there is a reasonable suspicion, at the time, that you have something secreted in that part of your body.

If you've got your period, you will be asked to remove your tampon/sanitary pad and will be provided with a fresh sanitary pad by the searching officers at the end of the search.

If you are participating in the Mothers and Children's Program or are living in accommodation with a mother and her resident children, you won't be strip searched where the children can see what is happening.

It is standard operating practice for State Emergency Unit (SEU) staff to video strip searches when they undertake them. On other occasions, videoing only takes place if you are non-compliant or have a recent history of aggressive behaviour towards staff.



■ Staff roles

Staffing structure and staff roles may vary from gaol to gaol. Each centre has an information sheet detailing staff roles, local rules and services.

■ Inmate Development Committees (IDCs)

In each correctional centre there are women who are delegated members of a committee that meets regularly with the General Manager and/or senior staff to discuss issues and problems. This means conflicts can be avoided. You can talk to a delegate about issues within the centre.

The IDC delegates are nominated by other women in the gaol and selected by staff. There is also an Aboriginal delegate. They are there to support and help you. They may also get things happening in the centre. Delegates can also help you with family situations, or if you want to 'have a yarn' or if you're feeling down and need someone to talk to.

If you are Aboriginal ask to meet the Aboriginal delegate and read the Aboriginal Handbook.

■ Coping

Each centre has a psychologist, so remember to tell someone if you feel that you're not coping and need help. Everyone has a different experience of prison. Here are some tips and thoughts from other women to help you get through the early stages of coming into custody.

During the reception process it is best to cooperate. Stay calm even if you are angry and confused. Try not to make irrational decisions about things like going into protective custody until you've settled in. Use your time in induction to take everything in and weigh up your options:

- be open-minded, and respect others
- try not to lose your beliefs or your morals. Stay true to yourself
- be flexible in your relations with others

- don't listen to idle gossip or talk about other people's cases or your own case, keep this information to yourself
- it is really important to stay clean, for your sake and others
- most importantly, don't freak out!!!
- don't suffer in silence!! If you are finding it hard, don't be afraid to ask for help if you need it
- you may be in induction for 1-2 weeks. It can be a really difficult time but it's not what gaol is going to be like for the rest of the time you're in
- try not to panic. If you feel you are panicking, stay calm, breathe deeply and do the breathing exercises on page 12
- be honest, don't steal and don't bullshit!
- people coming in are often angry, defensive and confused. Custodial officers look like police but if you're polite and courteous it'll get you a long way.

■ If you're not coping...

Being in gaol is difficult for everyone. If you feel you can't cope it is very important to get help. Offender Services and Programs (OS&P) staff can help with problems that everyone has from time to time like stress, grief and how to handle anger.

Tell staff if you feel like hurting yourself. They can help. They may refer you to the Risk Intervention Team (RIT) which will see you and discuss available services.

■ Risk Intervention Team (RIT)

The Risk Intervention Team (RIT) will see you if staff think you are likely to harm yourself, or if you have attempted to harm yourself. The RIT is usually made up of a senior custodial officer, a nurse and an OS&P staff member. Their job is to assess risk, address any crisis issues and help you explore services available to you. They will help you to find new ways of coping and problem solving.

■ Things you can do to help yourself...

Mental health issues, like depression, can affect the way you feel or behave. You may feel tense, scared or sad. You also might find it difficult to cope with day to day routine or work.

Other things you may experience are:

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

While you are in custody there are people around, such as clinic nurses who are able to refer you to a psychiatrist or psychologist for help. There are a few other things you can do that may help you cope.

If you become aware that another woman doesn't seem to be coping and may be thinking of hurting or killing herself, don't hesitate - tell Justice Health staff or any other staff. You won't be in trouble if you're wrong, but if you're right you might save a life!

The following are some warning signs:

- the strongest sign is talking about dying. For example: "everyone would be better off without me", "I can't go on", and "nothing matters any more"
- the death of someone close or a break-up with a partner can trigger suicidal feelings, especially if the suicidal person normally drinks a lot or uses drugs
- people who plan to kill themselves may try to give away belongings that are important to them, for example - jewellery, clothes, and tobacco or buy-up items
- the person may cry a lot, be impulsive, cut or burn herself or write about death or suicide

There are many signs that show a person is not coping. Tell someone if you are concerned.

■ 10 tips to stress less

- accept the things you can't change
- find opportunities in life's challenges
- focus on the present
- set yourself realistic goals
- be active, eat and rest well
- relax with a cup of tea
- use humour to see things differently
- develop supportive relationships
- note 5 positive things each day
- give someone a helping hand

You can also make a free telephone call to the Mental Health Line on CADL - press 2, then 09# after the prompt.





■ Slow breathing exercise

- Hold your breath and count to 5 (do not take a deep breath).
- When you get to 5, breathe out and say the word 'relax' to yourself in a calm, soothing manner.
- Breathe in and out slowly through your nose in a 6-second cycle - In for 3 seconds and out for 3 seconds. This will produce a breathing rate of 10 breaths per minute. Say the word 'relax' to yourself every time you breathe out.
- After 10 breaths hold your breath again for 5 seconds and then continue breathing using the 6-second cycle.
- Continue breathing in this way until all the symptoms of over breathing have gone.

■ Talking helps....

Other things you can do are to talk to someone you feel close to in the gaol and see how they coped or are coping. Chances are other women have experienced similar feelings.

If you miss your family, your friends, your pets, your home, your job and many other things, it's always helpful to have someone you can chat to, just to see how they get through the day.

You can also talk to the chaplain. You don't have to be the same religion as the chaplain, or religious. They're there to help you and listen if you want to talk things out.

■ Other things you can do to help yourself...

Allow yourself to cry and feel sad. Don't feel guilty for having these feelings. Sadness is the way your body tells you that you are human. Often letting yourself cry is a good way of releasing stress and tension.

Sometimes, when we get stressed and overwhelmed, our rate of breathing increases, causing you to feel out-of-breath and light-headed. This could be the start of a panic attack.

Slow breathing exercises may help to calm you at first sign of a panic attack, or if you have an urge to hurt yourself.

2. Visits

At most centres visits have to be booked. Your visitors should always contact the centre before coming, even if they have already booked the visit, as things can change. Phone numbers and addresses of women's centres are at the end of this booklet.

Visitors need to contact the centre before coming as:

- visits are sometimes cancelled without notice
- you may have been moved to another centre, and in that case, you'll need to notify your family as well as take note of new visiting hours
- there may be restrictions for visitors under the age of 18 years
- length of visits vary from centre to centre
- some centres have visits on certain days
- visiting privileges depend on your behaviour
- visiting hours may increase/change on public holidays.

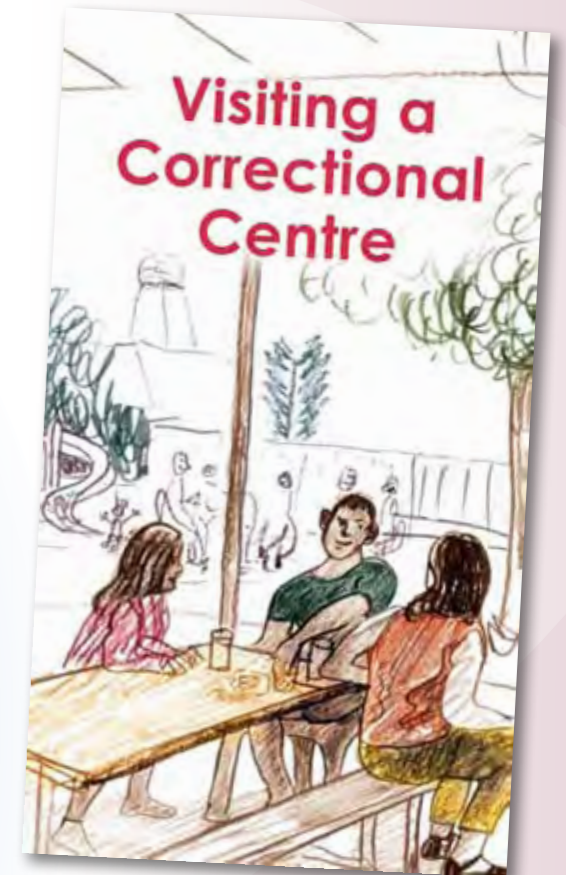
Dress codes can be different in each centre so it's a good idea to tell your visitors to call and check the dress codes before they come.

Your visitors need the correct ID when they come to visit you, such as a passport, driver's license or a current photo ID issued by an Australian government department or authority. If they're not sure what ID they need, they should check with the centre before coming.

You may want to tell your family and friends that the booklet **Visiting a Correctional Centre** is available from:

- visiting areas
- Corrective Services staff
- **www.dcs.nsw.gov.au** under Offender Management

It has information about how to find out visiting hours for each centre, what ID to bring and other things your visitors need to know about visiting a centre.



All property delivered by visitors must be handed to the officer in charge of visits or the gate officer. Items will be recorded on a property receipt and issued if approved. Acceptable items include legal papers, new socks and underwear, and non-English language newspapers and magazines.

■ Visitors under 18 years

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

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

Some centres have family centres run by SHINE for Kids where children can go after spending time with their mother, allowing adults to have private conversations.

If children are under the supervision of Community Services, such as in foster care, visits can be arranged through SHINE for Kids or CRC, see section 24, 'Help from the outside'. In some centres video visits can be arranged for families who live a long way from the centre. Talk to OS&P staff about these visits.

■ Children's all day visits

Children's all day visits are available at some women's correctional centres where children can spend a significant part of the day with their mother.

Applications for all day visits need to be made to the General Manager.

■ Professional visits

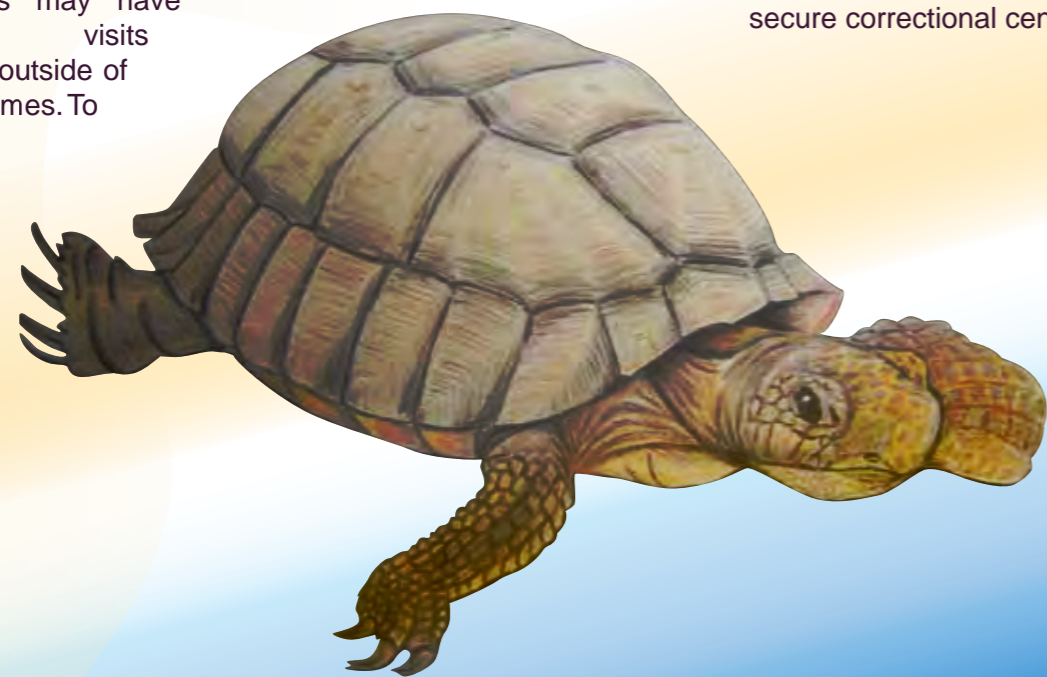
Legal visits happen in all centres. You can find out more about time for legal visits at your centre. Check with the wing officer.

Special visits may be arranged through the General Manager for consular representatives or staff of international organisations.

Special visits, like legal visits, do not count as visits from family and friends.

■ Overseas visitors

Visitors coming from overseas may have special visits booked outside of normal times. To



arrange this, put in an inmate application form to your wing officer.

■ Searching after visits

You may be searched before and/or after visits. If you are at a maximum or medium security correctional centre, you may have to wear overalls during a visit. Overalls are checked for rips and tears before and after visits.

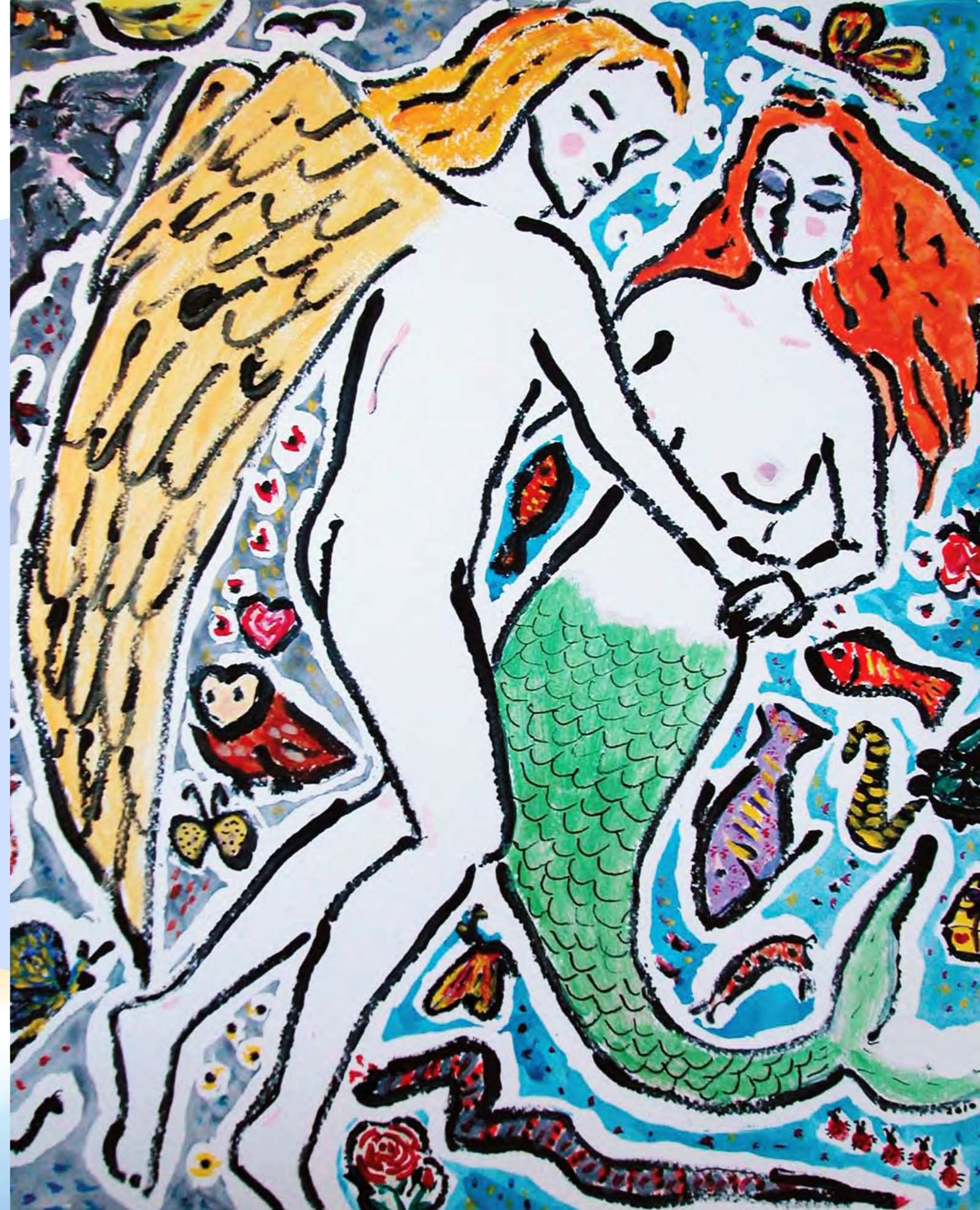
If your visitor is found bringing contraband into a correctional centre, the visit will be stopped. This can also happen if staff consider your visitor's behaviour inappropriate.

You and your visitors are not permitted to use the toilet during a visit. If a visitor has a medical condition, he or she can apply for special consideration outlining reasons for exemption supported by a medical certificate.

Remember! Bringing in contraband is an offence.

Everyone should be aware that bringing contraband into a correctional centre is illegal and anyone discovered in possession of contraband can be referred to the police. Contraband includes mobile phones and their parts.

If visitors are found with contraband there are penalties of up to 2 years imprisonment, and they can be banned from visiting correctional centres for up to 10 years. Inmates can lose privileges such as contact visits. Sanctions may also include a higher security classification and transfer to a more secure correctional centre.



Contacting family & friends

■ Telephone calls

You can make a number of free calls per week:

- unconvicted inmates, 3 local calls
- convicted inmates, 1 local call.

Please remember that inappropriate behaviour in the correctional centre may result in your phone privileges being taken away for a short time.

To set up your telephone account, fill in the Inmate Telephone Account Allocation Form, which is available from staff. This enables you to put a number of people's phone numbers into the telephone system. You use a 4 digit personal identification number (PIN) so other inmates can't make calls using your account.

You pay for these calls, and there is no limit to the number of calls you can make at your own expense. All calls have a time limit. You will also have to wait before you can make another call so other inmates can get access to the phone.

Your phone calls may be monitored.

Calls that are **not** monitored include to:

- your legal representative
- the Official Visitor
- the Independent Commission Against Corruption (ICAC)
- the Ombudsman
- numbers that are on the CADL free call list (see opposite page.)

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

"This is a call from an inmate at correctional centre. Your call may be monitored. If you do not wish to accept this call you may hang up now...Go ahead please."

Overseas and long distance calls can be made using reverse charges if the person being called agrees to accept the calls. If the person does not agree then you can seek permission from the General Manager to make the call and pay for it yourself.

You can't receive incoming calls. In an emergency a person can contact the

correctional centre and a message will be passed on to you.

■ Inter-gaol phone calls

Calls between correctional centres can be permitted by the General Manager in each centre. To apply, fill in the Application for an Inter Centre Telephone Call form. This needs to be completed by your case officer and assessed by other staff including the General Manager.

■ Mail sent to you

There is no limit to the number of letters you can receive. Each correctional centre has individual rules about receiving clothing or reading material and there are limits to the amount of personal property you can keep, so check with the centre first.

Letters and parcels are opened and inspected for things like drugs or cash. If these are found, they will be taken as evidence and you may be charged.

Letters are read only if the General Manager thinks that they may affect the security of the centre. Extra thick cards, musical cards and letters with stickers are not accepted. Musical cards will be returned to the sender, or, if no return address is on the envelope, it will be stored in your property and marked 'not for issue'. You will be told if this happens.

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

■ Mail sent by you

There is no limit to the number of letters you can send. You can buy stamped envelopes through buy-ups. If you have no money and can show genuine need, Corrective Services will pay for you to send up to two letters per week.

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

■ Contact with inmates in other centres

If you have a family member or friend in another correctional centre you can send them a letter at CSNSW expense. Staff can give you a plain envelope. Write their name, MIN and their correctional centre on the front of the envelope. Write your name, MIN and your correctional centre on the back of the envelope.

Do not seal the envelope as the General Manager or an authorised officer is allowed by law to open, inspect and read the contents of the letter.

In some circumstances, approval may be given for you to visit someone in another correctional centre. There are set criteria for inter-gaol visits. Ask your wing officer what the criteria are in your centre.

■ Common Auto Dial List (CADL)

These numbers are free calls from any NSW correctional centre

CADL Service	Preset Code	
CSSL	01#	
CSSL		1800 580 863 only from Bolwara and PTC
Law Access	02#	
Hep C Helpline	03#	
Dental Hotline	04#	
Healthcare Complaints Line	05#	
Crimestoppers	06#	
ICAC	07#	
NSW Ombudsman	08#	
Mental Health	09#	
Quitline	10#	
Legal Aid Commission	11#	
Aboriginal Legal Services (ALS)	12#	
Commonwealth Ombudsman	13#	
State Debt Recovery Office	14#	
Child Support Agency	15#	
Housing NSW	16#	Press 2 when the recorded message starts
CNSP Hotline	17#	Advice on chronic health problems
Vacant	18#	
Vacant	19#	
Indigenous Women	20#	
ALS Dubbo	21#	Bathurst and Wellington
D&A Speedylink	22#	Bathurst and Wellington

■ Country codes for international dialling

• Afghanistan	+93
• Albania	+355
• Algeria	+213
• American Samoa	+684
• Andorra	+376
• Angola	+244
• Anguillula	+1-264
• Antarctica	+672
• Antigua	+1-268
• Argentina	+54
• Armenia	+374
• Aruba	+297
• Ascension	+247
• Australia	+61
• Australian External Territories	+672
• Austria	+43
• Azerbaijan	+994
• Bahamas	+1-242
• Bahrain	+973
• Bangladesh	+880
• Barbados	+1-246
• Barbuda	+1-268
• Belarus	+375
• Belgium	+32
• Belize	+501
• Benin	+229
• Bermuda	+1-441
• Bhutan	+975
• Bolivia	+591
• Bosnia & Herzegovina	+387
• Botswana	+267
• Brazil	+55
• British Virgin Islands	+1-284
• Brunei Darussalam	+673
• Bulgaria	+359
• Burkina Faso	+226
• Burundi	+257
• Cambodia	+855
• Cameroon	+237
• Canada	+1
• Cape Verde Islands	+238
• Cayman Islands	+1-345
• Central African Republic	+236
• Chad	+235
• Chatham Island (New Zealand)	+64
• Chile	+56
• China (PRC)	+86
• Christmas Island	+61-8
• Cocos-Keeling Islands	+61
• Colombia	+57
• Comoros	+269
• Congo	+242
• Congo (Formerly Zaire)	+243
• Cook Islands	+682
• Costa Rica	+506
• Côte d'Ivoire (Ivory Coast)	+225
• Croatia	+385
• Cuba	+53
• Cuba (Guantanamo Bay)	+5399
• Curaçao	+599
• Cyprus	+357
• Czech Republic	+420
• Denmark	+45
• Diego Garcia	+246
• Djibouti	+253
• Dominica	+1-767
• Dominican Republic	+1-809
• East Timor	+670
• Easter Island	+56
• Ecuador	+593
• Egypt	+20
• El Salvador	+503
• Ellipso (Mobile Satellite service)	+8812, +8813
• EMSAT (Mobile Satellite service)	+88213
• Equatorial Guinea	+240

• Eritrea	+291
• Estonia	+372
• Ethiopia	+251
• Falkland Islands (Malvinas)	+500
• Faroe Islands	+298
• Fiji Islands	+679
• Finland	+358
• France	+33
• French Antilles	+596
• French Guiana	+594
• French Polynesia	+689
• Gabonese Republic	+241
• Gambia	+220
• Georgia	+995
• Germany	+49
• Ghana	+233
• Gibraltar	+350
• Global Mobile Satellite System (GMSS)	+881
• GMSS ICO Global	+8810, +8811
• GMSS Ellipso	+8812, +8813
• GMSS Iridium	+8816, +8817
• GMSS Globalstar	+8818, +8819
• Globalstar (Mobile Satellite Service)	+8818, +8819
• Greece	+30
• Greenland	+299
• Grenada	+1-473
• Guadeloupe	+590
• Guam	+1-671
• Guantanamo Bay	+5399
• Guatemala	+502
• Guinea-Bissau	+245
• Guinea	+224
• Guyana	+592
• Haiti	+509
• Honduras	+504
• Hong Kong	+852
• Hungary	+36
• ICO Global (Mobile Satellite Service)	+8810, +8811
• Iceland	+354
• India	+91
• Indonesia	+62
• Inmarsat (Atlantic Ocean - East)	+871
• Inmarsat (Atlantic Ocean - West)	+874
• Inmarsat (Indian Ocean)	+873
• Inmarsat (Pacific Ocean)	+872
• Inmarsat SNAC	+870
• International Freephone Service	+800
• International Shared Cost Service (ISCS)	+808
• Iran	+98
• Iraq	+964
• Ireland	+353
• Iridium (Mobile Satellite service)	+8816, +8817
• Israel	+972
• Italy	+39
• Jamaica	+1-876
• Japan	+81
• Jordan	+962
• Iran	+98
• Iraq	+964
• Ireland	+353
• Iridium (Mobile Satellite service)	+8816, +8817
• Israel	+972
• Italy	+39
• Jamaica	+1-876

• Japan	+81
• Jordan	+962
• Iran	+98
• Iraq	+964
• Ireland	+353
• Iridium (Mobile Satellite service)	+8816, +8817
• Israel	+972
• Italy	+39
• Jamaica	+1-876
• Japan	+81
• Jordan	+962
• Kazakhstan	+7
• Kenya	+254
• Kiribati	+686
• Korea (North)	+850
• Korea (South)	+82
• Kuwait	+965
• Kyrgyz Republic	+996
• Laos	+856
• Latvia	+371
• Lebanon	+961
• Lesotho	+266
• Liberia	+231
• Libya	+218
• Liechtenstein	+423
• Lithuania	+370
• Luxembourg	+352
• Macao	+853
• Macedonia	+389
• Madagascar	+261
• Malawi	+265
• Malaysia	+60
• Maldives	+960
• Mali Republic	+223
• Malta	+356
• Marshall Islands	+692
• Martinique	+596
• Mauritania	+222
• Mauritius	+230
• Mayotte Island	+269
• Mexico	+52
• Micronesia	+691
• Midway Island	+1-808
• Moldova	+373
• Monaco	+377
• Mongolia	+976
• Montserrat	+1-664
• Morocco	+212
• Mozambique	+258
• Myanmar	+95
• Namibia	+264
• Nauru	+674
• Nepal	+977
• Netherlands	+31
• Netherlands Antilles	+599
• Nevis	+1-869
• New Caledonia	+687
• New Zealand	+64
• Nicaragua	+505
• Niger	+227
• Nigeria	+234
• Niue	+683
• Norfolk Island	+672
• Northern Marianas Islands (Saipan, Rota, & Tinian)	+1-670
• Norway	+47
• Oman	+968
• Pakistan	+92
• Palau	+680
• Palestinian Settlements	+970
• Panama	+507

• Papua New Guinea	+675
• Paraguay	+595
• Peru	+51
• Philippines	+63
• Poland	+48
• Portugal	+351
• Puerto Rico	+1-787, +1-939
• Qatar	+974
• Réunion Island	+262
• Romania	+40
• Russia	+7
• Rwandese Republic	+250
• St. Helena	+290
• St. Kitts/Nevis	+1-869
• St. Lucia	+1-758
• St. Pierre & Miquelon	+508
• St. Vincent & Grenadines	+1-784
• San Marino	+378
• São Tomé and Príncipe	+239
• Saudi Arabia	+966
• Senegal	+221
• Serbia and Montenegro	+381
• Seychelles Republic	+248
• Sierra Leone	+232
• Singapore	+65
• Slovak Republic	+421
• Slovenia	+386
• Solomon Islands	+677
• Somali Democratic Republic	+252
• South Africa	+27
• Spain	+34
• Sri Lanka	+94
• Sudan	+249
• Suriname	+597
• Swaziland	+268
• Sweden	+46
• Switzerland	+41
• Syria	+963
• Taiwan	+886
• Tajikistan	+992
• Tanzania	+255
• Thailand	+66
• Thuraya (Mobile Satellite service)	+88216
• Togolese Republic	+228
• Tokelau	+690
• Tonga Islands	+676
• Trinidad & Tobago	+1-868
• Tunisia	+216
• Turkey	+90
• Turkmenistan	+993
• Turks and Caicos Islands	+1-649
• Tuvalu	+688
• Uganda	+256
• Ukraine	+380
• United Arab Emirates	+971
• United Kingdom	+44
• United States of America	+1
• US Virgin Islands	+1-340
• Universal Personal Telecommunications (UPT)	+878
• Uruguay	+598
• Uzbekistan	+998
• Vanuatu	+678
• Vatican City	+39, +379
• Venezuela	+58
• Vietnam	+84
• Wake Island	+808
• Wallis and Futuna Islands	+681
• Western Samoa	+685
• Yemen	+967
• Zambia	+260
• Zanzibar	+255
• Zimbabwe	+263

4. Bail

Bail

Currently bail legislation is under review and the law may change, however at the date of publication the following information on bail is correct.

Bail can usually be entered at the correctional centre where you are held or at any other correctional centre, police station in NSW or court house. If bail is entered at a location where you are not detained it is called a split bail.

When you know where the bail is going to be entered (court house, police station or correctional centre), tell your family or friends to contact them before attending. That way they can be sure they bring all necessary documents or papers.

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

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



- depositing security (money) or agreeing to forfeit security (money) by you or any other Acceptable Person.

Legal Aid can answer any questions you have about bail. Your family can also make enquiries with the Registrar of the Local Court in their local area.

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

■ Acceptable Person

The court or an authorised officer requires an 'Acceptable Person' to complete an Acceptable Person Form to say they know you and believe you are a responsible person who will comply with your bail conditions.

It is at the discretion of the court or the authorised officer to decide who is an Acceptable Person. They will base their decision on the answers given on the Acceptable Person Form. Having criminal convictions does not necessarily exclude someone from being an Acceptable Person. The form will ask the following questions:

- How long have you known the accused person?
- What is the nature of your acquaintance with the accused?
- Have you had any criminal convictions?
- Do you have any criminal charges outstanding?
- Do you have any bankruptcy proceedings pending or in progress?
- Are you an Acceptable Person in any other matters?



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

- you, or someone on your behalf, may apply to the court that set the original bail conditions for a review, or
- you, or someone on your behalf, may apply to the Supreme Court for a review of the bail conditions, or
- if you chose to do nothing, the General Manager of your centre will advise the court within 7 days that you have been unable to make bail. The court will then review the reasons for the bail conditions. You may still apply for further review.

■ Bail applications/review

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

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

■ If bail has been refused

You can only apply for a second hearing if you meet the criteria for a second application:

- you had no legal representation in your first bail hearing, or
- the first application was not heard by a magistrate, or
- there is further information not previously presented in a bail application, or
- circumstances relevant to the granting of bail have changed.

■ Security

Sometimes the Acceptable Person has to lodge a sum of money, or deeds to a property, to guarantee that you will comply with your bail conditions. If you do not comply with these conditions or attend court then this Acceptable

Person will not receive their money back. This is known as security. The Acceptable Person will need to bring some proof that they really have this money or property. They will need to supply a bank statement or mortgage papers.

The following rules apply about security:

- only cash is accepted - no cheques
- where the security involves property, the deeds to the property must be produced at the court to enter bail
- correctional centres will only process cash security, not property security
- proof of where the cash comes from must be provided.

To prove ownership of the money, it:


- must be in the Acceptable Person's bank account for at least 5 working days
- cannot come from a business account

- cannot come from a credit account or credit card
- must be signed by both signatories of the account if it is a joint account
- cannot come from a trust account.

Your Acceptable Person must have a recent bank statement to prove the above details. If depositing a security (cash at correctional centre) it must be remembered that the money is not returned to you until the matter is finalised by the court.

Another option that some courts allow is for no deposit to be made but the Acceptable Person agrees to forfeit the security if the person on bail doesn't meet the conditions. The Acceptable Person must still show proof of ownership.

5. Next of kin + Transfers



■ **Next of kin**

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

■ **Transfers**

If you are transferred from one centre to another at short notice, you will be given the opportunity to contact family, friends or your solicitor within 24 hours of arriving at the new centre. You can ask the Reception Officer or Welfare/SAPO to contact your family to let them know where you are.

6. Legal services

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

The Ron Woodham Library at the Metropolitan Remand and Reception Centre (MRRC) provides a state-wide service for the supply of legal materials. This means you can request documents so you can be better informed and prepared for court appearances.

Legal Aid solicitors regularly come to most correctional centres. Ask staff to find out which days they visit. You may need to book an appointment.

If you need to speak with Legal Aid urgently you can contact them yourself. This is a free call on CADL. Press 2 then 02# after the prompt.

■ Prisoners Legal Service

Level 1, 160 Marsden St
Parramatta, NSW 2124
Ph: (02) 8688 3888
or on CADL, press 2 then 11# or 02# after the prompt

■ Aboriginal Legal Service

619 Elizabeth Street
Redfern NSW 2016
Ph: (02) 9318 2122
or on CADL, press 2 then 12# after the prompt

If you are in a country centre, these agencies can advise you about the services available in your area. If you have problems contacting them, staff can help you.

Other legal services are also available for extra support and assistance about your legal concerns.



■ Warringa Baiya Aboriginal Women's Legal Centre

PO Box 785
Marrickville
NSW 1475
Ph: 1800 686 587 (free call)
or (02) 9569 3847

Warringa Baiya is a community legal centre for Aboriginal and Torres Strait Islander women, children and youth living anywhere in NSW.

Warringa Baiya provides free confidential legal advice in all areas of civil law (such as family law, discrimination, care and protection) and case work for victims of violence including survivors of domestic violence, adult and child sexual assault. Warringa Baiya also provides community legal information to Aboriginal women and services working with Aboriginal women. In addition to LEAP (see next page), Warringa Baiya also visits Wellington Correctional Centre.

■ Women's Legal Services NSW

PO Box 206
Lidcombe NSW 1825
Ph: (02) 8745 6900
Contact Line: (02) 8745 6988

The Women's Legal Service (WLS) provides free legal, information, referral and casework services to women in NSW. Legal issues covered include domestic violence and AVOs, family law and parenting, sexual assault, children's care and protection matters and victim's compensation. WLS has a specialist Domestic Violence Legal Advice Service and an Indigenous Women's Program. WLS also provides community legal education and does law reform and policy work.

■ Domestic Violence Legal Advice

Ph: (02) 8745 6999 and 1800 810 784 (rural callers)

■ Indigenous Women's Legal Contact Line

Ph: 1800 639 784, (02) 8745 6977

■ Hawkesbury Nepean Community Legal Centre

PO Box 736
Windsor
NSW 2756
Ph: (02) 4587 8877

Hawkesbury Nepean Community Legal Centre (HNCLC) provides free legal information, advice and casework services to people living in the Hawkesbury, Nepean and Hills areas of NSW. Advice is provided on a range of legal issues, including debt, discrimination, family law, fines, victims compensation, employment law, consumer complaints, motor vehicle accidents and apprehended violence orders. In addition to the legal service, HNCLC has a Women's Domestic Violence Court Advocacy Service and an Aboriginal Legal Access Service.

■ Legal Education & Advice in Prison (LEAP)

LEAP is a legal service that provides free confidential legal advice to women at Dillwynia, Emu Plains and Silverwater Women's Correctional Centres. LEAP helps women by providing advice on family law, domestic violence and sexual assault, victim's compensation, fines, debts, discrimination and other civil law issues.

LEAP solicitors provide monthly face to face legal advice, two solicitors (one for Aboriginal clients and the other for non-Aboriginal clients) and links and referral to suitable support services. LEAP is run by Women's Legal Services NSW, Hawkesbury Nepean Community Legal Centre and Wirringa Baiya Aboriginal Women's Legal Centre.

To make an appointment to see a solicitor from LEAP, talk to the Inmate Delegate, SAPO or Wing Officer.

■ Legal Information Portal

A Legal Information Portal is being installed on inmate computers at all centres. You can use it to find out how to get legal help, arrange legal visits, and get information about:

- police & courts
- drug & alcohol offences
- family law
- driving & traffic offences
- violence and the law
- money matters
- wills, deportations & transfers.

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



7. Appeals

An appeal is a request to a court to change a decision about being found guilty of a crime. You can lodge an appeal against your conviction before you are sentenced.

■ Lodging an appeal

If you have been convicted after pleading guilty in the Local Court you can lodge an appeal to the District Court. You should lodge your appeal within 28 days. It's a good idea to lodge it as soon as the decision has been made if you can.

You will need to ask for a form called *Notice of Intention to Appeal*, also known as the NIA.

If you do not put in your appeal within 28 days, you have to seek permission from the court to appeal. The court may allow you to apply for more time so you can prepare and lodge your

appeal, but you must do this within 3 months of the date you were sentenced. This is known as seeking leave to appeal and you will have to lodge another form called the *Notice of Intention to Seek Leave to Appeal*. You will need to explain why you did not lodge your appeal within the 28 days.

If more than 3 months have passed since the date of the conviction or sentence made by the Local Court, then you are 'out of time' and won't be able to appeal.

If you are lodging an appeal from the District or Supreme Court you have to appeal to the Court of Criminal Appeal. You will also have to

lodge a *Notice of Intention to Appeal (NIA)* or a *Notice of Intention to Seek Leave to Appeal* but if you are outside the 28 day time period, you'll have to lodge a *Notice of Application for Extension of Time* too.

Staff can give you the forms and help you fill them out. They can also help you contact Legal Aid for assistance.

In terms of appeal fees, these only apply to appeals from the Local Court to District Court. They are usually about \$73 - \$78, but if you do not have the money to appeal or you are funded by Legal Aid, these fees are usually waived and you'll have to get a *Waiver* form. If you can't pay the fees you should not be stopped from lodging a NIA form.

■ Legal Aid

If you need Legal Aid to pay for your appeal you should send in a Legal Aid application at the same time you send in your *Notice of Intention to Appeal*.

Legal Aid has a specialist section which handles appeals, and although some of these matters are assigned to private solicitors, the majority of matters are kept within Legal Aid and dealt with by the special section.

You will receive a letter telling you that Legal Aid is investigating the matter, and when they have finished, they'll let you know whether you will be funded for an appeal. If your case has been given to a private solicitor you will also be told this.

The NIA has a 6 month time limit. In this time after you've lodged your intention you must lodge your actual appeal if you decide to proceed with it. Before the 6 months is up, you or your solicitor must get the papers from your trial and/or sentence and then decide if you want to lodge the appeal. This time limit can be extended if there is a

good reason, such as the court not being able to provide the transcript from your trial or sentence.

Legal Aid can only pay for your appeal if there are reasonable prospects of success in your appeal. The Court usually has to be persuaded that something went wrong in the trial or sentence.

■ If you are refused Legal Aid...

Legal Aid can refuse to pay for your appeal if they decide you are unlikely to win.

You can appeal to the Legal Aid Review Committee (LARC) if you think this decision is wrong. You will get an application form with the letter refusing your Legal Aid.

However, the Committee usually confirms the refusal as the decision is based on the opinion of an experienced barrister.

If you do not appeal to LARC, or if LARC confirms the decision to refuse you Legal Aid and you cannot afford to pay a private lawyer, your choices are to either give up on the appeal or to continue your appeal by representing yourself.

It is possible to represent yourself, but this can be difficult if you don't know how to write submissions or speak confidently in court.

If you do decide to represent yourself you need to lodge an Appeal form and your written submissions. If Legal Aid had been investigating your chances of success, the Legal Aid lawyer who had been appointed to your

case may be able to give you helpful hints and precedent documents to help you represent yourself.

If you cannot get help from that solicitor you should write to the Registrar of the Court of

Criminal Appeal telling them you want to represent yourself and attach your submissions. The Registrar will help you with anything else you need to do before the hearing date, but cannot help you with a legal argument or legal advice.

■ If you are paying privately...

If you are paying for your own solicitor then the NIA will be lodged in the same way. Instead of having to consider whether the case will succeed, your lawyers will almost certainly lodge the appeal to the Court on your behalf.

Your solicitors should tell you about what they think your chances of winning are and then you can tell them about whether you want to go ahead and spend the money or not.

■ In court

Unlike other courts, appeals are rarely adjourned and they don't usually take more than a day. On the day of the hearing there are 3 judges. They will have read a transcript of your original trial or sentence and considered it in detail. Your solicitor or you, if you are representing yourself, will be able to add to your written submission with a verbal argument and the judges can ask questions or debate legal points. Your appeal will be opposed by the Crown.

You do not have to attend the hearing of your appeal if you do not want to. You should discuss this with your solicitor before the hearing.

Once your appeal has been heard by the Court the judges will make their decision. Sometimes they will make the decision to either allow or dismiss your appeal on the day of the hearing, but often they reserve their decision, which means they do not make it on the day. This is

usually a few weeks, but can sometimes be a few months.

If you are represented the Court will call your solicitor and then they will go to Court and collect the judgement when it has been made. If you are representing yourself the Registry will fax a letter to your correctional centre with the date the judgement will occur, and then again when there is a result.

If you appealed against the length of your sentence and it has been allowed, the Court will normally reduce your total head sentence and/or your non-parole period.

If you have appealed your conviction and the appeal has been allowed, your original conviction will be quashed and you'll either be found not guilty or a retrial will be ordered.

■ Crown appeals

Crown appeals are appeals by the prosecution against your sentence. In these appeals the prosecution will be trying to persuade the Court of Criminal Appeal to increase your sentence. If the Crown appeals against your sentence you will be served with an Appeal Notice.

If you don't have any money to defend the Crown appeal you should immediately lodge an application for Legal Aid so that your lawyers have time to do the best possible job in opposing the Crown Appeal.

LEAP (the Women's Legal Service, the Hawkesbury Nepean Community Legal Centre and Wirringa Baiya Aboriginal Women's Legal Centre) may also be available to help you lodge your appeal and answer any legal questions you may have.

See the Legal Services section of this Handbook for more information on how you can contact them.



8. Victims' Compensation Levy (VCL)

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

The court will calculate the VCL as follows:

- o Local Court: \$64.00 each conviction
- o District Court: \$148.00 each conviction

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

9. Correctional centre offences

The Crimes (Administration of Sentences) Regulation 2008 specifies correctional centre offences. These offences can include not obeying correctional centre rules or staff, failing or refusing a urinalysis, possessing drugs or possessing a mobile phone. A copy of this legislation should be available to inmates in all correctional centre libraries. Each centre has its own local rules which will be explained to you at the centre when you arrive. If you have any further questions, ask staff.

Depending on the seriousness of an offence either the General Manager or a visiting Magistrate will hear disciplinary matters.

If you commit an offence while in prison, there will be consequences. These consequences

will usually depend on the type of offence, frequency of offence and recent behaviour in prison. Punishments can include reprimand or a caution, withdrawal of privileges such as access to buy-ups, not being able to have visitors or telephone calls for a certain period of time or confinement for up to 7 days.

If you have any queries about any aspect of conduct and discipline, ask your case officer or a senior officer.

It's important to understand that complying with the rules of the centre will enable you to progress to a lower classification and help you get access to the work release program or day/ weekend leave programs, if you are eligible.

10. Rights & obligations

Right.....You have the right to be treated with respect, impartiality and fairness by all staff.

Obligation..You have an obligation to treat others, both staff and inmates, in the same manner as you expect to be treated.

R...You have the right to be informed of the rules, procedures and schedules concerning the centre you are in.

O...You have an obligation to abide by these rules.

R...You have the right to freedom of religious affiliation and voluntary religious worship.

O...You have an obligation to recognise and respect the rights of others in this regard.

R...You have the right to expect a bed to yourself, clean linen and clothing, access to shower and laundry facilities for cleanliness.

O...It is your obligation to maintain tidy and clean living quarters and clothing, and to keep a good standard of personal hygiene. It is also your responsibility to maintain clean shower/laundry facilities.

R...You have the right to health care, including nutritious meals, regular exercise and dental treatment.

O...It is your obligation to seek medical and dental care as you need it, use the facilities for exercise, avoid use of harmful substances and not to waste food.

R...You have the right to receive visits and correspond with family members and friends.

O...It is your obligation to conduct yourself properly during visits and not to accept or pass, or conspire to accept or pass, contraband.

R...You have the right to participate in education, vocational training and employment as far as resources are available and in keeping with your interests, needs and abilities.

O...You have the obligation to abide by the regulations governing access to such services or activities if you choose to make use of them.

R...You have the right to a healthy and safe work environment.

O...You have the obligation to report hazards, accidents and injuries, to follow instructions for safe work practises and maintain and use equipment provided for health and safety.

R...You have the right to expect to be heard on issues that affect you.

O...You have the obligation to make yourself heard in a manner that is not detrimental to the good order and security of the centre, ie: through established channels or by taking a proactive approach and participating in inmate committees which lead to the improvement of the individual, the system and its processes.

R...You have the right to have possessions, which were legally purchased or acquired according to the property policy of Corrective Services New South Wales.

O...You have the obligation to ensure that any article in your possession is not altered or used for other purposes and that it was legally issued or obtained.

11. Case management

It is important that you participate in case management. It is the way you can address the issues that brought you to gaol and to show others, for example your family and the State Parole Authority, that you are serious about not returning to gaol. It is up to you to take an active part in case management. By participating you can increase your likelihood of progressing to a lower classification and getting access to privileges and programs.

■ Case officer

Depending on the length of your sentence, you will be assigned a case officer. People on remand do not have case officers. This is the person you go to if you have any problems or need advice or assistance. Your case officer will interview you from time to time and make notes in OIMS about your progress, behaviour and case plan involvement. Your case officer can help you access the programs and resources you need. If you can't get to see your case officer, ask another staff member to help.

■ Case plan

If you are sentenced you will be involved with staff in the development and review of your case plan. The plan describes the things you need to do to address the issues that brought you into gaol. You are responsible for doing what is in your case plan (your case officer and other staff can help you with this). The plan will change over time, as you achieve your goals, or your circumstances and needs change. This plan will be reviewed at least once every twelve months.

■ Case notes

Staff involved in your management make comments in OIMS (the electronic Offender Integrated Management System) about your

progress. Wing officers fill in running sheets about your day to day behaviour.

■ Review

Each centre has a Case Management Team (CMT) to review the progress of inmates. There are custodial and non-custodial staff members on a CMT. Your first CMT happens soon after you are sentenced. This is an important meeting, as you and the team will work on your case plan to help you address the issues that brought you to gaol. They will tell you about the programs and services you need to access to help you stay out of gaol. The CMT will make recommendations about your classification and placement. Recommendations are based on a number of matters, for example your length of sentence, behaviour, and progress in your case plan goals.

■ Manager, Offender Services and Programs (MOSP)

The MOSP is responsible for overseeing case management within the correctional centre. She or he is also responsible for ensuring that a number of services and programs are available that may assist you in addressing your issues. You can ask to see him/her about programs available in the centre.



"In the long run we shape our lives, and we shape ourselves. The process never ends... and the choices we make are ultimately our own responsibility."
Eleanor Roosevelt



12. Classification

Your classification determines which correctional centre you will be sent to. Your classification may be lowered over time by:

- following your case plan
- taking part in programs that address the reasons that brought you into custody
- behaving well in custody and not committing correctional centre offences (see Section 9 of this book)
- the time you have served.

If you have any questions about classification or placement you can ask the Classification and Case Management Review Coordinator in the centre.

Each woman in custody must be classified into one of the following categories.

■ Maximum security

Category 5: The inmate is confined within a secure physical barrier that includes towers or electronic surveillance equipment at all times when the offence relates to a risk to national security.

Category 4: The inmate is under continuous supervision. You are always within a secure physical barrier (walls/fences) that includes electronic surveillance equipment.

E 1: Classification rating given to inmates at maximum security level who have an escape history and require close supervision. Inmates are always within a secure physical barrier (walls/fences) that includes towers or electronic surveillance equipment.

■ Medium security

E 2: A medium security rating for inmates with escape histories. Inmates are accommodated behind a secure physical barrier (wall/fence).

■ Minimum security

Category 3: General supervision where inmates are confined by a secure physical barrier unless with a staff member or someone authorised by the Commissioner.

Category 2: Inmates need not be confined by a physical barrier at all times but need some level of supervision by a staff member or someone authorised by the Commissioner. On this level you are able to do projects in the community with an officer if you have a special warrant called a Section 6(2) OFF or a Section 26 order given by the General Manager.

Category 1: Inmates can go into the community by themselves with a sponsor approved by the General Manager, such as a family member, on External Leave Programs: Day Leave, Weekend Leave, Education Leave and Work Release.

If you are on remand you will be classified as one of the following depending on the nature of your charge: Category 5U, Category 4U, Category 3U or Category 2U.

The process for reviewing classification, placement and case plan is as follows: the Case Management Team will meet with you and make recommendations. These recommendations and any others from the General Manager, Manager of Security and Manager Offender Services and Programs will then

■ Case management file

As well as having certain details recorded electronically, every inmate has a case management file, or case file as it is sometimes called. It is important because it contains documents of relevance to you while in custody. Electronic records and case file details help staff to identify your needs and how best to prepare you for release. Risk assessments, case notes, work reports, certificates and other types of information combine to provide staff with a clearer picture of your needs so that you can be matched with appropriate services and programs.

Case Management Teams (CMT) will have access to all this information when reviewing your placement and classification. If you are being released to supervision, probation and

parole officers will review your details when preparing your pre-release report so they can outline your progress to the State Parole Authority.

■ Access to your case file

You have the right to supervised access to your case management file. This means you can look through it in the company of your case officer, a senior officer or other approved person. To look at your case file, ask your case officer, and he or she will make arrangements within 14 days.

If you don't agree with something you see on your case file, you can write down your side of the story on an inmate application form and have it placed into your file.



13. Parole

Probation and Parole Officers (PPOs) work in all correctional centres. If you are eligible for parole, a PPO will contact you well before your release date. They may prepare a report for the State Parole Authority (State offences) or Commonwealth Attorney General (Federal offences) if needed.

In NSW if you are serving a sentence of 3 years or less, you will be released to a court-based parole order at the expiration of your non-parole period.

In cases where the State Parole Authority has to review your case before you can be released, that is when your sentence is greater than 3 years, you should be allocated a parole officer about 12 months before your non parole period expires.

Your application for parole needs to have the address of the place you're going to live in after you're released. It is important to plan your post-release accommodation well ahead because it has to be approved by the State Parole Authority. So start planning now!

If you don't have suitable accommodation, keep in mind the Community Offender Support Program (COSP) Centres. Boronia COSP is located at Emu Plains and Tomago COSP at Raymond Terrace. These centres allow you to be part of the community and participate in programs and services that are part of your parole conditions. If you're interested, ask your parole officer.

Your parole officer will explain the conditions of your Parole Order, and your reporting obligations. They will let you know where and when you need to report to your probation and parole officer after you are released.

To help prepare for your release accept all the help you can get:

- use the *Planning Your Release; NSW Exit Checklist*,
- read the *Getting Out Handbook*
- the *Housing Q&A Booklet* (that's Questions and Answers) is full of info on housing.

Ask the MOSP about pre-release programs.

be considered by the Manager Classification and Placement.

An inmate who has an E2 classification can apply to the Escape Review Committee (ERC) of the Serious Offenders Review Council for a change to a minimum security classification category. Use an inmate application form to do this. The CMT or a staff member can also refer you to the ERC. On your application you'll have to say why you'll benefit from a minimum security classification and how it will help stop you from coming back to gaol.

If you're an E1 you can't apply for a reduction to a minimum security classification category straight away, you will first have to progress to an E2. This is not done by the ERC.

If you've been in before and you were released last time after the ERC gave you a minimum security classification category and you have not had a new escape charge, you will not have to reapply to the ERC. You may have to spend

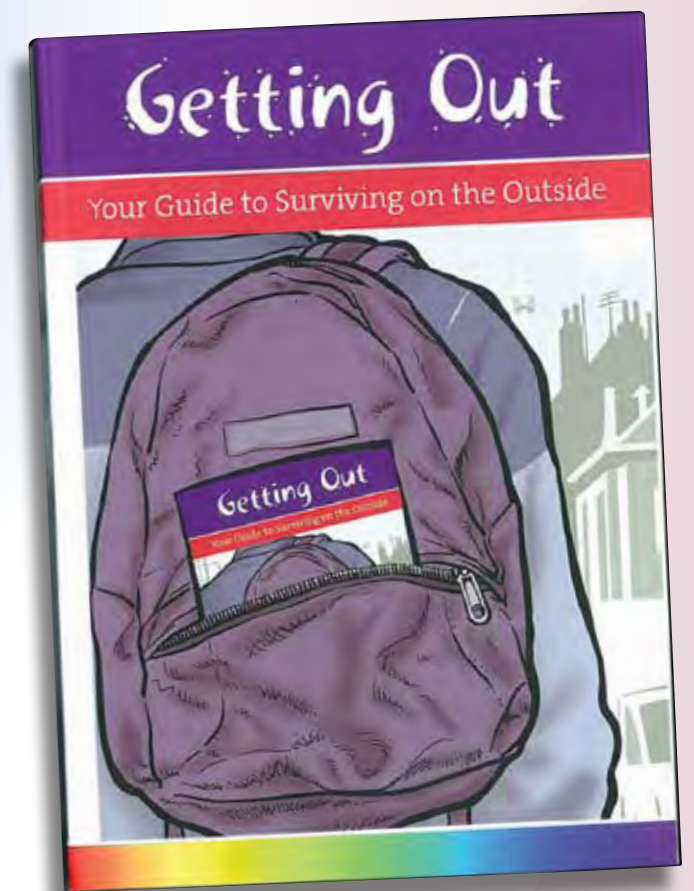
a short time as an E2, but that can be reviewed by the Assistant Director Classification and Placement. Ask the Classification and Case Management Review Co-ordinator about this.

■ Special designations

If you are a Serious Offender, Public Interest Inmate, a lawful non-citizen (you have Permanent Residency type visa) or an unlawful non-citizen (you do not have a Permanent Residents type visa), this will affect the process for considering your classification.

Public Interest Inmate is defined in Chapter 18 of the Inmate Classification and Placement Manual. The Classification and Case Management Review Co-ordinator in your correctional centre can explain the criteria to you.

The Executive Director of Classification and Placement has the delegation to designate inmates as Public Interest or to remove this designation.



14. Offender Services & Programs (OS&P)

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

■ Compendium programs

Compendium programs focus on different types of offending or offence related behaviour. This might be violence or misuse of drugs. Programs you need to do are determined by assessment (LSI-R) and are written into your Case Plan. These programs are based on extensive research and are carefully constructed to suit the different ways people learn and participate. These programs address offending behaviour and help you reduce your likelihood of reoffending. By completing them you may advance in your classification and have more opportunities like Day Leave.

There are readiness programs that help people get used to being in group discussion so they get the most out of programs. Group discussions are something women generally do well. The groups focus on changing attitudes and ways of thinking. Below are some of the programs available at the time of printing.

○ Impact of Dependence

This program provides information and motivation to those who have addictions and substance abuse issues.

○ Getting SMART

This 12 session program addressing addiction prepares you to participate in SMART Recovery.

○ SMART Recovery

SMART stands for Self Management and Recovery Training and is a maintenance program that will help you develop new ways to treat and control your substance abuse and/or gambling. SMART Recovery promotes

complete recovery from addiction and encourages people to live satisfying and fulfilled lives without drugs, alcohol or gambling.

Aboriginal inmates may also be offered AOD services and individual counselling by Aboriginal staff.

○ Dealing with Debt

It is very important that you tell OS&P staff about any debts you have. This includes Centrelink, Housing, SDRO or RTA debts.

Staff can let these agencies know you are in custody so you avoid increasing your debt and can work with these agencies on how to pay the debt or apply to have it waived.



If you have any questions about your debts and payments ask about the 'Dealing with Debt' guide to help you get your finances organised.

You can call the State Debt Recovery Office using the free call on CADL - press 2, then 14# after the prompt. Talk to them about how to pay your debts, or delay payment for 3 months after you are released or apply to have them waived. OS&P staff can arrange contact with other agencies you owe money to.



You need to make sure that debt management is part of your pre-release arrangements. Look at the 'Planning Your Release' and 'Getting Out' Handbooks to help you. OS&P staff can also help you make these arrangements.

○ POISE Program

POISE stands for Personal Ownership, Identity and Self Empowerment and is specifically designed for women and runs at Emu Plains Correctional Centre. It deals with your addictive behaviour and general lifestyle skills. You'll usually have to do Getting SMART before you do this program.



The core of the POISE experience is the Pathways program. This program is designed for people with major AOD issues.

■ Other programs

○ Mothering at a Distance

helps mothers use their visiting times with their children to develop better relationships with their kids. It also aims to reduce the trauma caused by separation of mother and child.

○ Out of the Dark

helps women who have been in violent relationships or violent homes to look at the issues and the impact family violence has had on their lives.

○ Managing Emotions

helps you develop awareness of your emotions and how to manage and cope with them on a day to day basis.

There are many community based programs and services that are also available to you, when you are released. Please see the *Getting Out Handbook*, the *Planning Your Release Handbook*, Sections 24 and 26 of this Handbook and OS&P staff to help you find out more.

■ Services to help you through

OS&P staff can help with personal or family problems. They can be a link to families in the event of crisis, family breakdown, major illness or death of a family member. They can help you with services as you come into custody, while you are in custody and when you are leaving.

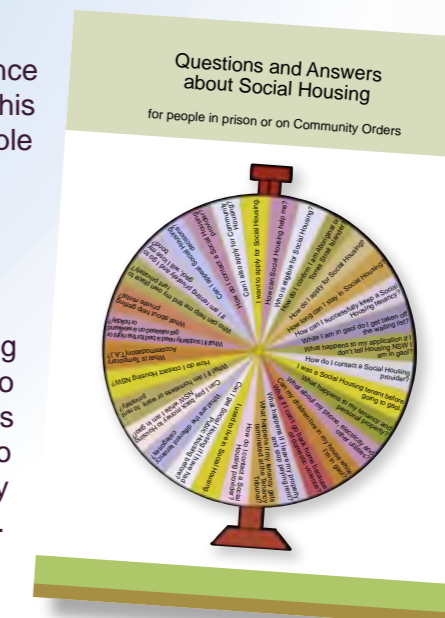
■ Centrelink & Housing NSW

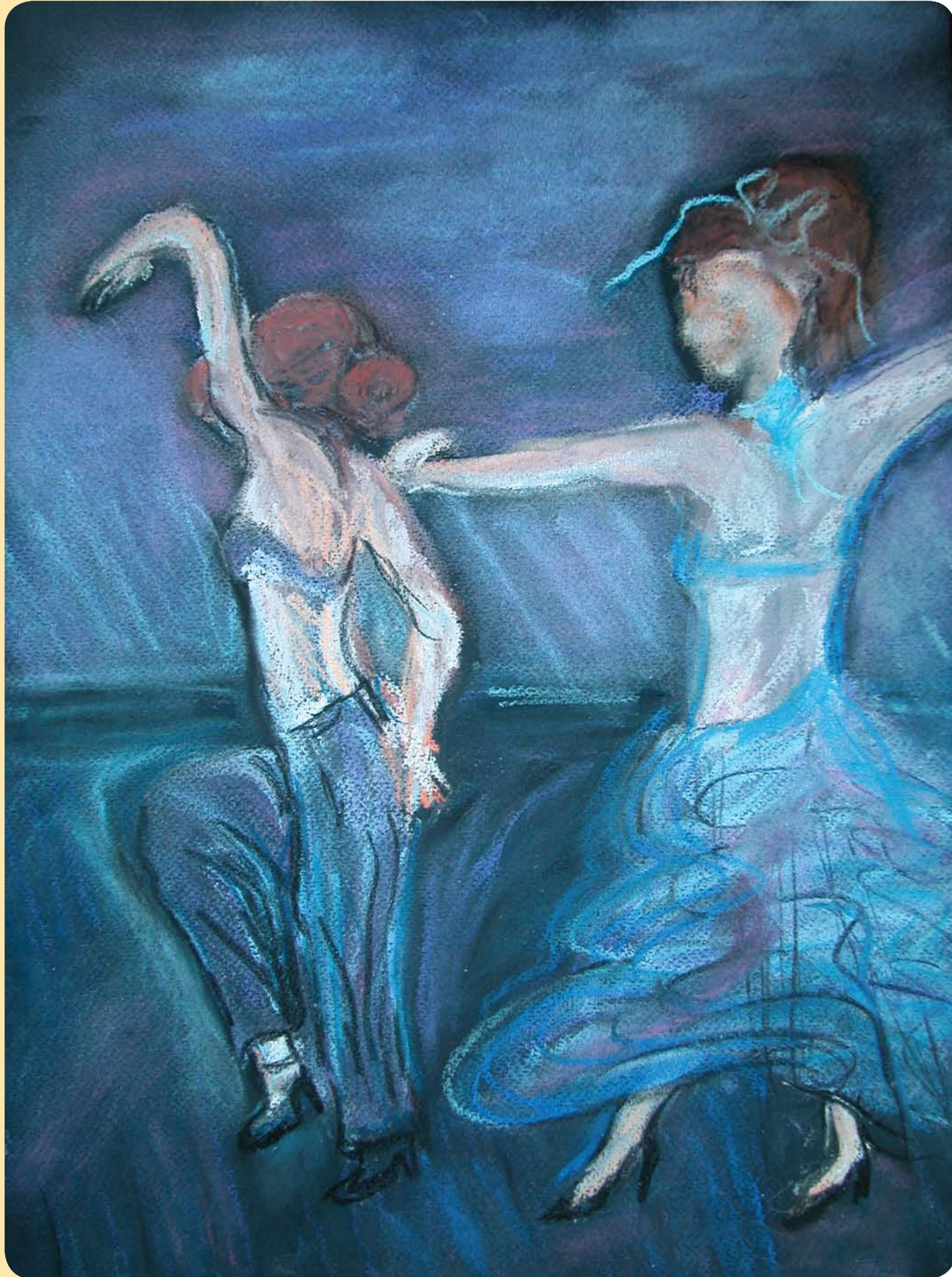
If you were getting Centrelink payments, it is really important to tell Centrelink that you are in custody so you don't end up in debt.

OS&P staff can contact Centrelink for you. They will also be able to tell your landlord or other housing provider (such as Housing NSW) so you don't end up owing lots of rent. You need to make sure your property is safe and doesn't get trashed. You would have to pay for any damage.

If you know you're only going to be in gaol for less than 3 months, Housing NSW may be able to hold your place for you and reduce the rent.

You can call Housing NSW on CADL, press 2 then 16# after the prompt. They are number





16. If you will need housing when you get out see the SAPO straight away and put in an application as soon as you can. If you have a Centrelink issue, e.g. you are owed a part payment or you will need income support post-release, see the SAPO.

If you have children staying with you in the correctional centre, ask about Centrelink's Family Tax Benefit.

If you are studying inside, Lawful Custody Allowance helps Indigenous Australian Apprentices with study costs. It covers: general purpose education fees, like union fees, sports, library, travel and administration. It does not cover tuition or course fees charged by an education institution, textbooks and equipment such as books, art material and stationery. It does not cover equipment generally provided by the education institution.

Leading up to your release some correctional centres have expos, where agencies such as Centrelink and Housing NSW send people to provide you with information. They can answer questions you might have about organising Centrelink payments and housing

arrangements when you are released. Staff will also be able to help you make phone calls to the right people to ask questions about these things.

Centrelink can meet with you before your release so your payment can be ready for pick up from your correctional centre on the day of release.

■ Employment

If you haven't been able to tell your employer that you are in custody, a staff member will be able to call them on your behalf.

During your time in gaol you may be employed in the inmate employment scheme of the centre you are in. Remember to tell staff if you have any special skills or training.

Employment agencies often come to expos. At the moment, Corrective Services is making arrangements to assess your job capacity (your ability to be employed) before you are released. This is mainly for inmates who had problems getting and keeping a job before coming into custody.



“Believe more deeply. Hold your face up to the Light, even though for the moment you do not see.”

Bill Wilson (co-founder of AA)

It is recommended that you talk to OS&P staff in Education about references for jobs and resumes. Ask their advice on how work in a correctional centre can help you when you are released.

■ Health

Corrective Services provides information and educational services, like the HIV health promotion packages. While you are in gaol various health services are provided for you. The inmate telephone system gives you access to health services, such as the Hep C Helpline, Mental Health Helpline, the Dental Hotline and Healthcare Complaints Line.

■ Children, family & community

If an issue around your child/ children's or a family member's welfare arises, speak to the OS&P staff.

If an urgent or serious issue occurs with a child, parent or with a legal authority such as Family and Community Services (formerly DoCS), special visits can be arranged by OS&P staff.

CRC provides a range of information for family and friends about court support, visiting, video visits etc. SHINE for Kids can also help with contacting family members and arranging visits with children. For more info see section 24 of this Handbook to find out what they can help with and how to contact them.

The Mothers and Children's Program at Jacaranda Cottage and Parramatta Transitional Centre allows your pre-school aged kids to live with you, if you

meet the criteria. Children up to 12 years of age can stay at weekends and school holidays. For more information go to Section 17 of the Handbook.

You'll need to contact friends or a family member to help with transport when you are released. If this is not possible, a staff member will help organise your transport from the correctional centre.

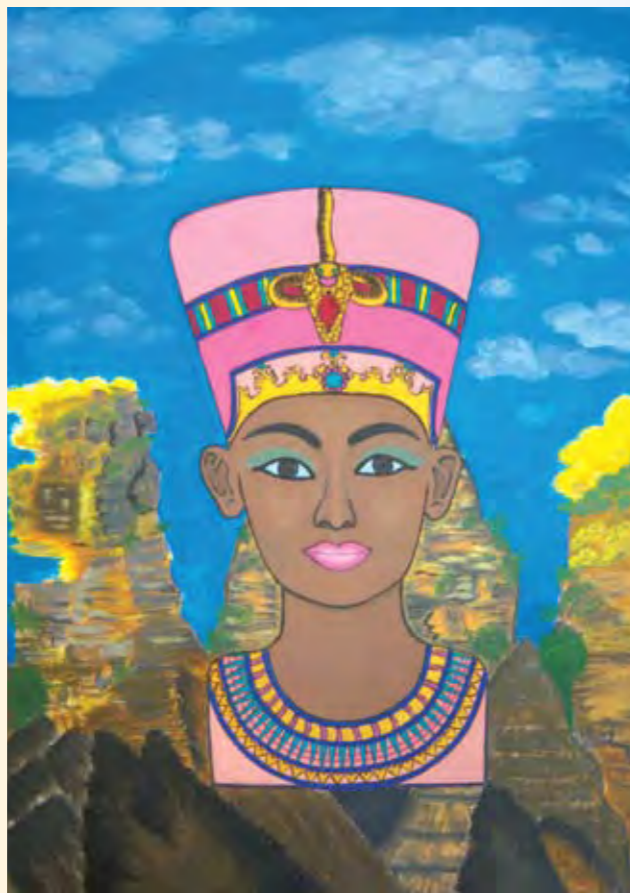
■ Psychology services

Many women come to gaol needing support with all sorts of problems. Psychologists are there to help. At any time you can request to see one - just ask your Wing Officer or Case Management Team for a referral. You might need to wait, but don't worry, someone will see you. Sometimes you will be referred to a staff member more appropriate to your query.

Other times a psychologist may ask to see you even if you haven't made a request yourself, maybe to do some testing, find out how you're coping or preparing for release. This is usually because a staff member has concerns about you and contacts the psychologist. You don't have to see them but it can be very helpful to get a different perspective on your problems.

Sometimes SORC or the State Parole Authority might recommend you see a psychologist. If you're worried about seeing a psychologist you can have an initial

meeting with the psychologist to discuss your concerns and whether you want to continue with appointments.



15. Education

■ Education programs

The Adult Education and Vocational Training Institute (AEVTI) provides accredited courses and nationally recognised education and vocational qualifications. This means that you get the right skills and qualifications to improve your chances of finding a job on release.

Many women who come into custody take the opportunities that are on offer to head down positive new paths. An Education Officer will help you to plan your further education or training.

- You can improve literacy, language and numeracy skills to a level equivalent to Year 10. There are courses in English as a Second Language, Communications and Aboriginal Studies in some centres.
- Courses that develop literacy and communication skills will help you to participate in the offence-related programs you might be required to do as a result of your LSIR assessment.
- Vocational education and training include Information Technology, Horticulture, Visual Arts and Contemporary Craft. TAFE NSW and other providers deliver courses in Hospitality, Animal Care and Management, Parenting Skills, First Aid and OH&S.
- There are courses that help you prepare for post-release employment such as Workplace Communication, Job Seeking Skills, Work Readiness and Preparation for Release.
- Traineeships are structured programs of work and training and are available if you have twelve months or more left to serve. Traineeships such as Textile Care, Transport and Distribution, Business Services, Customer Contact and Retail Operations are available in some Corrective Services Industries.

- Distance education is an option if you are located in areas with a limited education service or are studying at a level not provided by AEVTI or TAFE, for example enrolment in the Tertiary Preparation Program that leads to higher education.
- You can transfer your enrolment from one correctional centre to another if the course is available.

Every year AEVTI conducts a survey of learners and employers. In the latest survey a satisfaction rating of 82% demonstrated the high quality of AEVTI services.

Remember, learning can be fun!

Adult education offers an exciting experience, so take the opportunity to learn more about yourself and develop your knowledge, skills and creative talents in new ways.

■ Library

Each centre has a library with a range of fiction, non-fiction and reference books. It should include copies of the *Crimes (Administration of Sentences) Act 1999* and its regulations as well as organisational policies and procedures manuals. You can also read magazines and newspapers and borrow books. Ask education staff about a mobile service if you can't get to the library for some reason.

■ Computers

You can apply to use computers in libraries and classrooms to learn to type, improve your English, write a letter or get legal information (via the Legal Portal.) Most computers are networked so you can store your information in a folder and access this from any centre on the network. Computers are not connected to the internet and there is no email.

At the time of printing this handbook, the computer access policy is being reviewed.

16. Employment

16. Employment

Work is available in correctional centres so that you can develop skills that will help with your return to the community when you are released.

Before starting most Corrective Services Industry (CSI) jobs you have to do an Occupational Health and Safety (OH&S) course. This is based on the CSI Working Safely Handbook. The course usually happens quite quickly, and after you've completed your OH&S training you'll be able to start work.

All sentenced inmates (including inmates on appeal) are encouraged to work. Jobs may include:

- o working in food services (kitchen)
- o working in hygiene operations (cleaning)
- o clerks/library clerks
- o working in ground or centre maintenance (maintaining lawns or general maintenance)
- o milk processing, dairy production
- o Contact Centre
- o Logistics.

■ Traineeships

Twelve months left to serve is required to complete a traineeship. If you meet the selection criteria you are encouraged to participate in

traineeships. This means you can work with CSI and do educational programs to receive a recognised work qualification.

These traineeships include telemarketing (Business Services - Customer Contact Certificate II, and Certificate IV), clerical (Business Administration), hospitality and horticulture. There is a library training package administered by Brush Farm Academy Library.

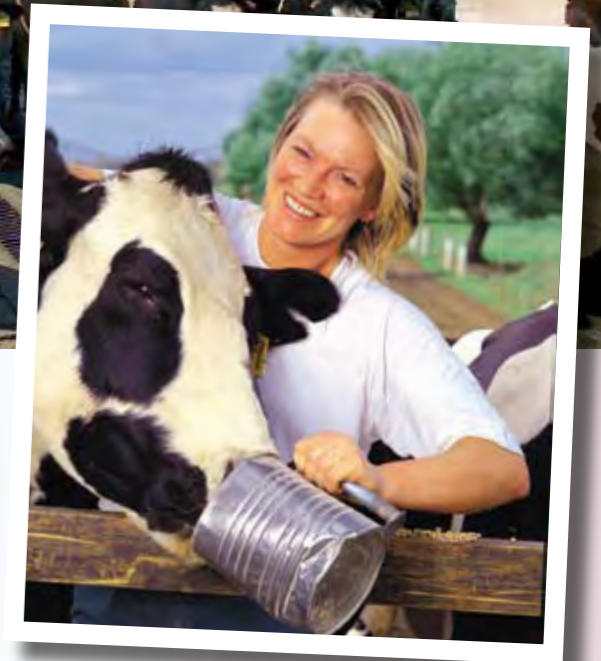
■ Wages

When participating in work programs you will get paid for the 30hrs you are expected to work per week.

You will still get a basic wage if you want to work but can't because there are no places available. You also get a wage when you are doing programs. If you have known religious commitments you can ask for consideration if you are required to work weekends.



CSI Dairy at Emu Plains



Wages are based on a working week of 30 hours at the minimum rate of \$17.67 and the maximum rate of \$69.66, not exceeding \$85 per week. Inmates who want to work or attend programs but can't because there are no places available, receive the unemployed rate of \$15.42 per week.

If you choose not to work or if you have been sacked from a job, you will not receive no wages. Your behaviour and work reports will be continually reviewed for the purposes of case management, classification, pre-release programs and recommendations about parole release.

■ Work Release Program

Inmates who are eligible may be able to participate in the Work Release Program that allows you to work in the community when you're getting closer to release. There are job opportunities in kitchens, cafes, printing and CSI Logistics.

You get these jobs based on your merits and you are paid the same rates as other workers in the city. The Work Release Program gives you the chance to learn new life skills (such

as saving money) and job skills in a work location outside of the correctional centre environment. These skills will help you when you are released. To be on the Work Release Program you need to be a Category 1 class. To find out more about whether you can apply to be part of the Work Release Program speak to either your case officer or classification clerk.

■ Employment portal

At the time of printing, an employment portal is being developed. This computer based resource will help you plan towards getting a job, match your skills and interests to a job path, provide links to other organisations who may assist, and contain information tools to help you prepare for employment after release.

