

November
2018 Edition

ENGLISH

Women's Handbook

Corrective Services NSW



Who is this handbook for?

This book is a general guide for women entering prison.

It is a useful book to keep with you at all times and should be read together with the local handbook and the inmate health diary in the prison you are sent to.

Being in prison is a time to take stock of your life and set new goals.

Use this time to reflect and make changes, so you can return to the community, not to prison.

Acknowledgement

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

Disclaimer

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

Cover artwork

Norma

Other artworks

thanks also to Angel, Tomeka and Janetta

Women's Handbook

Corrective Services NSW © 2018

ISBN 0-9752274-2-4

4th edition 2018

Corrective Services NSW

GPO Box 31

Sydney 2001

(02) 8346 1333

Originally developed by the Assessment and Case Management Support Team

Design and layout by the Offender Management Digital Production Unit (02) 9289 5063

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Where will you be 12 months after you leave prison?

You have a choice.

You could be back in prison because you broke the law,
OR you can ‘move away from crime’ and move on with your life.

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 get an education,
- > you can earn money and learn new skills.

If you are sentenced you will probably need to do programs that address your offending behaviour.

When you sit down with a correctional officer to plan what you will do whilst you are here, think about where you want to be 12 months after you leave. Think about the stepping stones for you to lead a full life in your community. You need to be really honest when you get assessed by staff – it helps to work out the best pathway for you.

Most people don't go back to prison. Most can turn their lives around and can look forward to a better future. It is 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.

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

And finally - if they keep asking you “Is this your first time in prison?” think to yourself and say, “No, it's my last time in prison”.

You have a choice.

Contents

	Where will you be 12 months after you leave prison?	5
	Prison talk.....	10
	Your rights & obligations.....	12
1.	The first 24-48 hours	14
	Reception	14
	Screening	15
	Frequently asked questions and topics	16
	Other important things to know.....	22
	Induction/Orientation.....	27
	Classification and Placement	28
	Case Management and Case Plans	29
	Classification Placement Teams	31
	Case Management Officer	31
	Access to your case file	31
2.	Visitors.....	32
	Number of visits.....	32
	Visitors under 18 years	33
	Travel & Accommodation Assistance	34
	Family Video Contact	34
	Professional or special visits.....	35
	Official Visitors	35
	Overseas visitors.....	35
	Searches before/after visits	35
3.	Contacting family and friends.....	36
	Making a telephone call	36
	Mail	38
4.	Legal services.....	39
	Legal Information Portal	39
	Legal Education & Advice in Prison (LEAP).....	39
	Victims Compensation Scheme	40

Other useful legal services.....	40
Bail	42
Appeals	45
Court levies.....	48
Parole	49
5. Making the best of your time: daily life in a correctional centre	50
Property.....	50
Buy-ups (in-centre purchases)	52
Religion and Chaplaincy Services.....	53
Respect for other inmates.....	53
Language & cultural services.....	54
Foreign nationals.....	55
Aboriginal and Torres Strait Islander services	55
Help from outside	56
Offences committed when in prison.....	59
6. Health Services.....	61
Health centres	61
Health Care Interpreter Service	62
Doctor's clinic	62
Medication.....	62
Patient information booklets and phone numbers	62
Specialist doctors	63
Mental health services.....	63
Alcohol & Other Drugs (AOD) services	63
Aboriginal health	64
Public health.....	64
Hygiene	64
Health survival tips	66
Preparing for release.....	67
Counselling and other services to help you through	67
State-wide Disability Services (SDS).....	69
Children, family & community health.....	71

7.	Education and programs	72
	Offender Services & Programs (OS&P)	72
	Programs.....	72
	Adult education programs.....	76
	Library	77
	Computers.....	78
8.	Employment	79
	Wages	80
	Work Readiness Program	80
	Work Development Orders (WDOs).....	80
	Traineeships.....	80
	Work Release Program	81
	Employment Portal (EESP).....	81
9.	Getting out	82
	NEXUS Program	82
	Transitional, residential, drop-in, help centres and programs	83
10.	Enquiries, requests, complaints & applications.....	90
	Local enquiries to correctional centre staff	90
	Other	91
	Correctional centre addresses	94
	Map of Correctional Centre locations	98
	Offender Telephone System.....	100
	CADL Common Auto Dial List (free calls)	106
	Language card	108
	Index	110
	Notes	114
	Notes	115

More
searches.

Anywhere,
any time.



WEAPONS



DRUGS



TOBACCO



PHONES



Don't risk it.



Prison talk

You may find prisoners and correctional centre staff use words that are new to you. If so, this may help you.

AVL	Also known as Audio Visual Link, the video link used for court matters as well as legal visits, family contact and case conferences
AOD	Alcohol & Other Drugs
Aboriginal Delegate	The Aboriginal Delegate is selected by the Aboriginal inmates and meets regularly with the Governor on behalf of the Aboriginal women
box visit	Inmate is separated from visitor by a screen, and no touching is possible
buy-up	Purchases made through the correctional centre's system
CADL	Common Auto Dial List – list of automatically programmed, phone calls for approved organisations, which may be made for FREE. This includes Legal, medical, smoking Quitline and other support hotlines
CALD	Cultural And Linguistic Diversity refers to people for whom English may not be their first language or are from a different background
case conference	A formal conference between the defence and prosecution lawyers to discuss indictable cases. The defendant will be required to be available to give instructions to their lawyer via AVL during the case conference – although may need to be moved in and out of the AVL suite at different points during the discussion between the lawyers
classo	Classification of inmates to varying security levels. This is dependent upon your offending behaviour and/or sentence
contraband	Banned or unauthorised items in a prison, such as; drugs, mobile phones, weapons, certain food items etc
correctional centre (centre)	Official term for gaol/prison/custody location
counsellor	An Offender Services & Programs officer at some prisons
dry cell	A bare cell where inmates are monitored, e.g. if suspected of concealing contraband
Governor	Most senior correctional officer responsible for the running of the prison
head sentence	The total sentence of imprisonment
IDC	The Inmate Development Committee consists of women who meet regularly with the Governor and/or senior staff to discuss issues and problems. The IDC delegates are nominated by other women in your Correctional Centre and selected by staff

knock-up button	In-cell alarms for use in emergencies
let go	Morning release of inmates from wings
lock down	All inmates kept in their cells due to staff shortages or incident. No visits by families or external workers
lock in	Daily securing of inmates in wings for the night
MIN	Master Index Number. This number is given to you the first time you enter custody. It is important to remember this number as you will often be asked for it. It does not change if you move prisons
MOSP	Manager of Services and Programs
MRRC	Metropolitan Remand and Reception Centre (Silverwater)
muster	Inmate roll call
OV	Official Visitors receive enquiries and complaints from inmates and staff
parole	Period of sentence that may be served in the community with conditions; e.g., you must report to a Community Corrections Officer (formerly known as a 'Parole Officer')
prescribed property	Personal items that the inmate can have
RAPO	Regional Aboriginal Project Officer
restricted visitor	A visitor who has been restricted to non-contact visits. This may occur if a visitor does not follow requirements on visits
SAPO	Services & Programs Officer
SDS	Statewide Disability Services
security	Property or money to be lodged as a condition of bail
segro	Segregation – inmates are separated from other inmates for the good order and security of Correctional Centres
SMAP	Special Management Area Program
SORC	Serious Offenders Review Council makes recommendations about parole, classifications and program for serious offenders
transgender	A person who identifies and lives as a member of the opposite sex
Welfare Officer	Offender Services & Programs officer
Wing officer	Custodial staff assigned to each accommodation area within the prison
VIN	Visitor Identification Number

Your rights & obligations

Rights...	Obligations...
R...You have the right to be treated with respect, impartiality and fairness by all staff.	O...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 learn and 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 communicate 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.

<p>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.</p>	<p>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.</p>
<p>R...You have the right to a healthy and safe work environment.</p>	<p>O...You have the obligation to report hazards, accidents and injuries, to follow instructions for safe work practices and maintain and use equipment provided for health and safety.</p>
<p>R...You have the right to expect to be heard on issues that affect you.</p>	<p>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.</p>
<p>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.</p>	<p>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.</p>

1. The first 24-48 hours



Coming into custody can be frightening and many experience fear and disorientation, even more so if you are being separated from children and family. 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. Give accurate information when asked, to ensure your safety and so that you receive the placement and programs that are right for you. Don't tell them stuff you think they want to hear. If you really want to make some changes to your life, listening carefully and asking for help are the best ways

to get there. Don't be afraid to ask for an interpreter, or ask staff, members of the Inmate Development Committee (IDC) (if your location has them) or your Aboriginal Delegate, any questions you may have.

Reception

When you arrive you will be seen by correctional officers in the reception area.

- > You will be photographed and have an identification card (ID) issued with a MIN number on it that is specific to you. You will need to remember this number.
- > You will be asked questions to identify you, and make sure your health, safety and welfare are OK. Let the officers know if you have allergies or serious illnesses, addiction to substances, special diet or medication, or fear for your safety. You will be searched to check that you are not bringing anything into the centre that

All information should be offered to you in the language of your preference. Please take the time to read all the information. You can ask to have the information explained to you.

you should not have; the search will be conducted by a female officer, away from public view, with due regard to dignity and respect.

- > The reception/intake officers will list all your property and store it in the reception/intake area (NOTE: 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.
- > You will be informed of when a phone call can be made and to whom, as well as the prison's routine and discipline, and procedures for meals and any special dietary requirements.
- > Any cash will be put into a prison account for you. There

You will be given the opportunity to make a telephone call to family or friend a short time during reception/screening.

are facilities to buy certain items as well as the ability to earn money. 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 once it is set up.

Screening

You will be interviewed by a Services and Programs Officer



Screening interview

(SAPO), who will assess your need for services and programs. They will also assist with any immediate concerns you may have about your family. This is known as screening. You should tell the screening staff about any problems you have. You will be allowed to make a phone call to contact a family member or friend. As well, you will be informed about development opportunities; programs for education and training and employment opportunities, you will be asked to sign the forms completed with information from these interviews.

Please read them carefully and ensure it is all correct.

Make sure that you feel safe and that you are aware of your entitlements, rights and responsibilities.

Use this time to make arrangements for your kids (and other dependents), housing (including applications), finances (including Centrelink and other government benefits and debts).

Frequently asked questions and topics

I am on remand, does any of this apply to me?

You may be remanded to custody while awaiting a bail hearing, your trial, sentencing or the start of a custodial sentence. Access to services and programs is a little different if you are on remand as you are usually only in custody for a short period of time (typically around 1 month) after which you may be released or moved to a different prison. Many are for 6 months or longer so you may not be in custody long enough at any one centre to benefit from the services and programs offered.

However, your rights and actions required in the first 48 hours will be a similar experience and you will be expected to learn the daily routine and rules in the prison.

For example: you will be issued with a specific ID number (MIN), which you will need to remember, and bedding, and you will need to think about the effect on your Centrelink, debt or housing applications or payments. You will be screened and assessed by Corrections and Justice Health officers and, if there are immediate health concerns, action will be taken. But you may only get access to some of the education programs (there

are some, related to addiction and self-help issues which will be available) and you may have limited options to work. A Service Plan may be completed at screening but not a full case plan.

If you are unsure or confused about what is required of you or what options you have, ask an officer.

What happens with my children?

If there is no-one to look after children in your care while you are in custody they will come under the care of FACS (Family and Community Services).

FACS will usually make a temporary care arrangement that is agreed to by you. This can be placement with a family member, friend or foster carer approved by FACS. This is a legal arrangement that can last for six months. It is advised that you contact Legal



If you have Revenue NSW (formerly State Debt Recovery (SDRO)) debts, make sure you fill in the form to let them 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 and end up with more debt.

Aid, Legal Education & Advice in Prison (LEAP), or your own lawyer for advice.

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

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

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

I am Aboriginal/Torres Strait Islander – is there anything that caters for me?

Yes. Let the staff know if you identify as such. There are Regional Aboriginal



Project Officers (RAPOs) in every centre to provide advice and support on available programs and services in prison. They can also get in touch with family and give advice and guidance to you while you are in custody. There are specific education programs and release programs and Aboriginal Legal Services in some centres. Look for these items throughout this handbook.

What staff will I see?

Staffing structure and staff roles may vary from centre to centre. Each centre has an information sheet detailing staff roles, local rules and services. The following are some of the main staff you will see.

- > Reception officer/intake officer/supervisor intake- this officer will take your initial details.
- > Case Management Unit

(CMU) staff - This officer is responsible for developing your case plan with you and supporting you to achieve your case plan goals.

- > Correctional officer – this person's key duties are to supervise the behaviour and activities of inmates on a daily basis in accordance with the correctional centre/court's routine or structured day. Also known as wing officers.
- > SAPO - Services & Programs Officers deliver services and behaviour change programs to offenders. SAPOs complete a range of assessments and contribute to case planning so that the right services and programs are provided to you. These officers could be qualified in social work, psychology, mental-health or other human service fields; or have relevant experience working with family, social and/or drug and alcohol related issues.
- > OS&P staff – Offender Services and Programs staff is an umbrella term for many education and programs staff who assist in your pathway to change. These may be SAPOs, welfare officers, case managers, teachers etc.
- > RAPO – Regional Aboriginal Project Officers are responsible for ensuring Aboriginal inmates are able to have a voice about their management, including

cultural issues and supporting the Aboriginal Inmate Delegate and Committee.

- > MOSP - Manager of Services and Programs is responsible for overseeing programs and services within the centre (sometimes for a range of centres or 'clusters') to ensure that there are a suitable range of services and programs available to assist you.
- > Community Corrections staff - formerly known as probation and parole officers. Their role is to work intensively with offenders once released from custody on parole or are serving community based orders.

My safety - do I need Special Management?

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 the correctional centre 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 may also decide if you need this or not.

What if I am involved in an incident?

Stay calm and listen carefully

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

to any directions given by staff. These directions are to keep you and everyone in the centre safe and secure. If you are involved in a physical incident, follow all directions given and do not resist staff. As a last resort, staff may use force to protect you and others from harm.

I am Transgender - is there anything that caters for me?



Yes. Let the staff know if you are a recognised transgender or intersex inmate and if you are concerned for your safety. There are special provisions made to accommodate you such as clothing and security. If you have any questions around your gender or are in the process of transitioning, please speak to a nurse at the health centre.

Do you need to know if I need an interpreter?

Yes, if you need an interpreter, ask. The officer will usually identify if you are struggling with English in your first



interview. But if you have problems speaking or writing in English, you can ask to have an interpreter present during interviews with staff, legal interviews, medical consultations, classification and for other official purposes. The Telephone Interpreter Service (TIS) is available 7 days a week/24 hours a day. Hands-free phones are available in each centre to assist when using TIS. These services are free.

Do you need to know if I am a foreign national or if I am on a visa?

Yes. If you are a foreign national, you may ask that your country's Embassy or Consulate be informed of your detention. If you are not an Australian citizen and you have been sentenced to 12 months or more or for certain sexual crimes involving children, your visa may be in danger of being cancelled. Contact your legal services to check on your rights.

Do you need to know if I might be pregnant?

Yes. If you are of child-bearing age you will be given a pregnancy test when you first come into prison. You will have another one 30 days later. If you are pregnant contact Women's Legal Service straight away. You may need assistance with keeping custody of your child after he or she is born.

Do you need to know who is my next of kin and/or contact person?

Yes. It is important in case of an emergency. You need 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 custodial case officer or wing officer.

I have been transferred from another prison- what happens with telling my family and my records and my stuff?

You can be transferred at short notice. Your MIN, accounts and phone information are transferred with you to your new centre but the centre may temporarily close your accounts. You will be given the opportunity to contact family, friends or your solicitor within 24 hours of arriving at a new centre. However, you can ask the reception officer or Welfare Officer or SAPO to contact your family to let them know where you are or use the free calls on CADL to make contact with legal services to assist you. The only property that is transferred with you is what is officially recorded as your property. You are also limited to 2 or 3 tubs, dependent upon the centre you are going from or to.



You often have to pack up the day before but you can keep a 'carry-on bag' of acceptable toiletries, medication (including asthma inhalers and nicotine lozenges) as well as a change of underwear and socks.

Prisons DO NOT allow smoking.

I am a smoker - what can I do?

Smoking is not allowed anywhere in buildings or on the grounds of the centre. If you feel you may have a problem with this, speak to staff in the health centre for support, advice and access to nicotine replacement therapy. Nicotine lozenges are available for purchase in centres.

If you smoke or are in possession of smoking related products whilst in custody you can be charged with a correctional centre offence.

You can contact the Quitline with a free call on the centre telephone system **CADL #10.**



This is very a stressful time for me. What can I do?

It may be a difficult time and you may feel like things are out of your control.



Here are some ways to ease stress.

- > Breathe – slowly, deeply and evenly.
- > Talk with someone about your feelings – anger, sorrow and other emotions – even though it may be difficult. Don't let shame stop you from seeking support from family and friends, or getting help from counsellors, psychologists, Chaplains and other OS&P staff.
- > Eat healthy food and eat three meals a day.
- > Try to do some regular exercise. Devise a 'cell workout'.
- > Take time out to relax.
- > Get enough sleep.
- > Be gentle and patient with yourself; accept that it's impossible to do everything at once.
- > Write down your thoughts in a journal.
- > Try to remain hopeful in the current situation.
- > Visualise how you want your life to be and the steps to get there.

Other important things to know

Strip searches

Searches of your person or articles in your possession, are needed to check that you are not bringing anything illegal or inappropriate into the centre. This may include items which are okay to have when in the community (like mobile phones) but are considered contraband when in custody. The search is for your safety and the safety of others. You will be strip searched by a female officer, away from public view, and it will be conducted with due regard to dignity and respect. You will not be physically searched internally, however you will be asked to remove any tampons or pads that you are wearing. They will be replaced. Officers may use force if you refuse or physically resist.

Identification (ID) card and Master Index Number (MIN)

You will be given an identification (ID) card. This card is important

Always know your MIN and carry your ID card.

and you must carry it at all times as it gets you access to areas and services including visits, buy-ups, mail and medication. If you lose this card you will have to pay for another one. You will be given a Master Index Number, known as your MIN. This is an identification number which is given to you on your first contact with Corrective Services NSW, and is on your ID card and all other custody-related 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 move in and out of centres.

Muster rules, dress rules and inmate rules may be different in each prison

There are specific, and sometimes different, rules for each centre on things like; 'always wash your underpants in the shower and not in the general



laundry', never enter someone else's cell, and never touch their property without permission! Each centre should have a handbook specific for that centre. Make sure you familiarise yourself with these rules in every centre. Sometimes there are unofficial inmate rules so check with others. If there is no handbook offered, ask a staff member or delegate, and use this handbook as your guide.

Some topics, which apply to all centres, will also be mentioned in this handbook in general terms.

Clothing, hygiene items and bedding: personal and prison-issued

On reception your property will be collected and you are given standard-issue clothing like; underwear, outer clothing, shoes, socks and a small pack of toiletries. You are also issued with bedding. These things are your responsibility until you are released. Each centre may have additional clothing which may be given to you dependent upon the climate, your health, age or employment status. Some additional items may be available for purchase in your centre but remember, you have limited space to store such items. If there is an item of clothing that you feel you really need which is not available from the centre, you may make a written request to the Governor



DO NOT swap or give your property to other inmates.

for permission to have someone bring it in for you.

Transgender inmates will be given clothes for their chosen gender.



Religious items (such as a hijab) will need to be removed but you will be issued with prison-equivalent clothing. Payment for this additional item is required however, if you do not have enough funds at the time you can still purchase it and the amount will be deducted when you have money in your account. If the centre does not have your religious item available for purchase at the time of entry, you may ask to keep your item until there is one available, after it has been appropriately searched and cleaned, if required.

You should always have one set of clothes for court in your property. You can have a maximum of two sets of court clothes in your property. Hooded clothing and steel cap boots are not allowed to be worn to court. Either street clothing or prison green clothing must be worn, not mixed together.

Some clothing can be washed in

property. Clothing which needs to be dry-cleaned can be signed out to a visitor using an inmate application form. You must be clear which items you would like to sign out. You must also state the name of the person you authorise to collect the clothing. Some centres have unofficial inmate rules about washing personal items of clothing so if you can, ask.

Cell alarms (knock-up buttons)

All cells have an alarm (or knock-up button) so you can get help from staff if you or your cellmate is suddenly unwell or if there is an emergency. It's important to know how these alarms work, and each centre may be a little different. If you are unsure, ask a member of staff to tell you about them.

ONLY use the cell alarm button for urgent situations.

Centrelink & Housing NSW

If you have contact with Centrelink, are getting Centrelink payments, are owed a part payment, or you might need income support upon release, 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. Centrelink can meet with you before your release so your payment can be ready for pick up from a convenient Centrelink office or ensure that it can be deposited in your personal bank account ready for you on your day of release.



Cell alarm (knock-up button)

Staff will also be able to help you contact your landlord or social housing provider (such as Housing NSW, public housing, Community Housing Providers or Aboriginal Housing Office) so you don't end up owing lots of rent. They can also help with things like housing applications. Make sure your property is safe and doesn't get trashed as you will have to pay for any damage.

If you know you're only going to be in prison for less than 3 months, your Housing NSW provider may be able to hold your place for you and reduce the rent to a very small amount per week. If the lease is in your name you may be able to transfer it to a family member if they were living with you when you came into custody. Call your provider and ask. Housing NSW is a free call on the inmate Common Auto Dial List (**CADL #16**).

You can get help from the Tenants Advice and Advocacy Service NSW by dialing Law Access on **CADL #2** and ask to be transferred. They can help you appeal decisions e.g. if you have a poor tenancy rating, work out ways to repay debts and other assistance.



Leading up to your release some centres have exhibitions, where agencies such as Centrelink and



Let staff know if you have been getting payments from Centrelink and/ or have a Social Housing tenancy or application for housing, so they can contact these agencies on your behalf and avoid getting into debt or having your application for housing closed.

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.

Health screening

You will be seen by Justice Health & Forensic Mental Health (JH&FMH) staff. They will assist you with any immediate health and medical concerns and identify health (physical, mental health and drug and alcohol) needs, and any necessary treatments or referrals to other agencies. JH&FMH has nursing staff, pre-natal and post-natal services.

Make sure you tell the nurse if you:

> are on any medication,

- > are suffering withdrawals,
- > have any other medical problems (like diabetes, heart problems or depression),
- > have any problems with mental health, are taking any mental health medication, or are under the care of a specialist doctor,
- > have had psychiatric evaluations for your court appearances; they can be confidentially sent to the correctional centre health professionals to add to information in your file. This is to enable you to receive the best possible action plan for you.

If you are assessed as mentally unstable or physically unwell, the screening can be deferred until you are cleared to be interviewed. A notation will be made in your notes stating the reason you are unable to participate in the interview.

Confidentiality

Your information will be kept private and confidential by JH&FMH. Sometimes, however, it may need to be shared so such things as transport and accommodation needs can be arranged or additional specialist services can be organised. If so, JH&FMH nursing staff will ask for your permission to share the information. If you agree, they will ask you to sign a permission



Most health services are free in prison. No Medicare card is required.

form. If you have any questions about privacy or Confidentiality, discuss them with the nurse.

Do you have a recognised disability?

During screening, if your responses indicate a possible intellectual/physical/sensory disability OR you advise that you receive a Disability Support Pension OR you are a client of NSW Trustee & Guardian or Ageing, Disability and Home Care (ADHC) or National Disability Insurance Scheme (NDIS), the screener will check for existing referrals, and advise the State-wide Disability Services (SDS), where required.

Health Survival Tips Program



The Health Survival Tips Program is a short workshop which provides information about how you can keep yourself healthy in custody. You may see this as part of your induction at an earlier time.

All inmates must attend the Health Survival Tips Program within a week of reception.

Risk intervention

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.

Segregation (segro)

Segregation is isolation for inmates who have broken the rules and/ or to ensure the safety or security of other inmates or staff of the correctional centre. The decision to segregate a person is not done lightly and

is based up on the issues surrounding safety and security, of you, other inmates, and staff. If you feel that you have been treated unfairly or outside of policy and procedure, speak to staff (if appropriate), your legal representative, inmate delegate, or Official Visitor. There are also phone numbers to complaints lines on the CADL phone system and a formal pathway for review.

Induction/ Orientation

Over the next few days you will be told what is going to happen while you are in prison.

If you are new, you may be in induction for a few days (orientation is similar but is for inmates who are transferring from



Health screening



Segro cell

another centre). It can be a really difficult time if you are new but it's not what prison is going to be like for the rest of the time you're in.

You will be told about:

- > routine and rules,
- > visits, phone calls and mail,
- > offender services and programs that are offered,
- > work opportunities.

Induction also includes an introduction to planning for your release (NEXUS) and health survival tips.

“Your First 24 Hours” DVD



Where possible, you should view “Your First 24 Hours” DVD to assist in settling in. This may also be available at certain hours of the day on a TV channel in some centres.

Classification and Placement

Classifications

Your classification determines which correctional centre you will be sent to and the type of case plan you will have.

Classification is determined primarily by the offence you are charged with, the length of the sentence, the nature and level of risk to your health and safety, and the level of risk that you may pose to staff and any others in the workplace, including other offenders. Major Classification groups are Maximum, Medium and Minimum Security. There are also levels within these groups. You will 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 Governor.

Category 1:

Inmates can go into the community by themselves with a sponsor approved by the Governor, such as a family member, on External Leave



Your classification, placement and case plan is reviewed with you at least once every 12 months but you may ask for a classification and/or placement review under special circumstances.

Programs: Day Leave, Weekend Leave, Education Leave and Work Release.

You may lower your classification over time by:

- > taking part in programs that address the behaviours that brought you to prison,
- > behaving well while in prison, and not committing prison offences,
- > getting on well with staff and other inmates.

Remand

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.

Case Management and Case Plans

All new receptions will get a service plan, as part of screening. Case plans are continual and

based upon interviews and assessments, so that you can access the programs and services that meet your needs. Case Management Unit staff will work with you to ensure your case plan prepares you for your return to the community.

Community Corrections staff (formerly Probation and Parole) or chaplains will also talk with you, as this plan can continue once you are released into the community.

Your first case plan meeting will take place soon after you enter custody. This, and subsequent meetings, is where you will be consulted and assessed and a case plan developed (or revised if you already have had one before). You will be involved directly in this

You are responsible for doing what is in your case plan and your case officer can help you with this.

process to develop goals for you to work towards, and education and training programs that you need to do. This is a way to show that you are working on the issues that brought you to prison in the first place. It is up to you to take an active part in your case planning and to achieve the goals you helped develop. If you don't participate in your case planning and goal activities, your progression



Case management interview

to a lower classification may be affected.

If you have less than 3 months to go you will only receive a Service Plan and won't meet with Case Management Unit staff.

Classification Placement Teams

The Classification Placement Team will meet with you shortly after your arrival. It will consist of correctional officers, who will have access to all of your information when reviewing your placement and classification. Recommendations are based on your behaviour, progress in addressing your case plan requirements and length of sentence. If you are sentenced to more than 3 years, Community Corrections officers will review your details when preparing your pre-release report so they can outline your progress to the State Parole Authority.

Case Management Officer

You will have a Case Management Officer (CMO) who will work with you in regard to your case management needs. Your CMO will make notes about your progress and behaviour via electronic case notes and will help and coordinate your access to the programs and resources you need.



If you feel you have been treated unfairly, speak to a senior officer (if appropriate) in the first instance. If it is not resolved, the process for voicing complaints is outlined in section 10 of this handbook.

Access to your case file

As well as having certain details recorded electronically, every inmate has a case file (or case management file as it is sometimes called) which help staff to identify your needs and how best to prepare you for release. You have the right to supervised viewing of your case file, unless there is an overriding public interest against disclosure. To look at your case file, ask your case officer, wing officer or another officer and they will ask you to fill out an Inmate Request Form which will be lodged with the Governor.

If you do not agree with something you see on your case file, you can write down your side of the story and you can ask to have it placed on your file.

2. Visitors



Each centre is a little different regarding visiting rules. You may also want to tell your family and friends that there are booklets for them called ‘Visiting a Correctional Centre’ and a ‘Families Handbook’.

These are usually available from:

- > visiting areas,
- > Corrective Services staff,
- > at **www.correctiveservices.justice.nsw.gov.au**,
- > Community Restorative Centre (CRC).

They have information about how to find out about visiting hours for each prison, what identification they need to bring, and other things your visitors need to know about your situation.

Number of visits

- > Unsentenced inmates may receive one visit on reception, and thereafter they may be visited twice weekly.
- > Sentenced inmates may receive a visit on reception, and then as often as the governor of the centre determines.
- > Visitors should always contact the prison beforehand because:
- > Visits are sometimes cancelled without notice.
- > You may have been moved to another prison, 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 and visiting days vary from prison to prison.
- > Visiting privileges depend on your behaviour.
- > Visiting hours may change on public holidays.

Your visitors need the correct photo identification 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 are not sure what ID they need, they should check with the centre beforehand. Once identified they will be given a Visitor’s Identification Number (VIN)



**Visits generally
have to be booked
in advance.**

to make it easier the next time they visit. They must always still bring proper identification.

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 to you, if approved.

Acceptable items include legal papers and non-English language newspapers and magazines. Always check with the prison before bringing in items.

If your visitor is found bringing contraband into a prison (or even on prison grounds like the car park), 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, they can apply for special consideration outlining reasons for exemption supported by a medical certificate.

Visitors under 18 years

Ask your visitors to contact the prison before bringing any children on a visit in case there are restrictions.

Some centres have family centres run by SHINE for Kids, where children are supervised and can play after spending time with their

mother, allowing adults to have private conversations.

If children are under the supervision of FACS, such as foster care, visits can be arranged through SHINE for Kids. See the section on 'Help from the outside' for more details.

Children's all day visits

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

Applications for all day visits need to be made to the Governor.

All day visits for families who live far away

If you live more than 100 kms from the centre you may apply for an extended or extra visit. This is at the discretion of the Governor and you must apply well in advance. Please make sure that your family check that circumstances have not changed and the visit is still approved before they travel.



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

Travel & Accommodation Assistance

Your immediate family may be able to get their travel and accommodation money reimbursed if:

- > they are experiencing financial hardship,
- > they are receiving Centrelink benefits (e.g. unemployment, pension),
- > they live 100km or more from your location.

Your family members can contact the Community Restorative Centre to apply to have costs reimbursed by requesting an Application for Travel and

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

Accommodation Assistance (Families of Inmates) form. This assistance can be requested once every 12 weeks.

Family Video Contact

In some centres, Family Video Contact can be arranged for families who live a long way from the centre. You can have as many as 4 adults and 4



Visits area at Dillwynia

children present in a Family Video Contact. This service is only available at centres where video conferencing equipment is installed, and where families can attend Community Restorative Centre offices in Canterbury, Sydney. To apply, you fill out a Family Video Contact Application form for your family.

Professional visits and some programs are also available via video conferencing.

Professional or special visits

Professional visits, such as 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 Governor for consular representatives or staff of international organisations.

Official Visitors

An Official Visitor is a community representative who can help you with any problem or difficulties you may have, that you have not been able to sort out with the immediate staff. An appointment needs to be made. Ask your officers.

Overseas visitors

Visitors coming from overseas may have special visits booked

outside of normal times. To arrange this, fill out the application form and give to an officer.

Searches before/ after visits

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

Bringing contraband into a prison 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 prison 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 prison.



Remember! It is an offence to bring in contraband.

3. Contacting family and friends

Making a telephone call

You will need to set up a telephone account and transfer money from your normal prison account, before calls can be made. You must provide a list and details of the telephone numbers of the people you wish to call. You may have up to 10 pre-approved personal numbers and 3 legal contact numbers registered on your phone account. See your local handbook

for setting up an account. Always have your MIN handy.

You can make certain free calls per week.

- > Unconvicted/remand inmates; 3 local calls and all legal telephone calls.
- > Convicted/sentenced inmates; 1 local call.
- > All phone calls to those numbers listed on the Common Auto Dial List (CADL).



Phone in correctional centre

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

“You are about to receive a telephone call from an inmate at the..... Correctional Centre, your conversation will be recorded and may be monitored, if you do not wish to receive this call, please hang up now.”

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 (check for current list in your prison).

You are entitled to have access to your legal representative. If necessary, these calls may be made at times outside of the standard phone access times.

Overseas and long distance calls

Overseas and long distance calls can be made using reverse

Your phone calls may be monitored or recorded to make sure you are not doing anything illegal. Inappropriate behaviour in the centre may result in your phone privileges being taken away.

charges if the person called agrees to accept the call.

If the person does not agree then you can seek permission from the Governor to make the call and pay for it yourself. There is a pamphlet with international dialing codes available.

Phone calls to you

You cannot receive incoming calls. In an emergency a person can contact the centre and a message will be passed on to you.

Phone calls between centres

Calls between centres may be permitted by the Governor in each centre. To apply, fill in the application for an inter-centre telephone call. This needs to be completed by your custodial case officer and assessed by other staff, including the Governor.

Be patient and wait your turn each time, especially if you wish to make more than one phone call.

Mail

Mail sent to you



There is no limit to the number of letters you can receive. Each 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 your centre first.

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

Letters are read only if the Governor thinks that they may affect the security of the centre. Extra thick cards, musical cards and letters with stickers are NOT accepted. You will be told if this happens.



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

Mail you send

There is no limit to the number of letters you can send. You can buy stamped envelopes through the buy-up system. If you have no money and can show genuine need, Corrective Services may pay for you to send up to two letters per week. See your local handbook for how to do this.

Contact inmates in other prisons

If you have a family member or friend in another correctional centre you can send them a letter for free. Ask staff in your centre how to do this.

Do not seal the envelope as the Governor or an authorised officer is allowed by law to open, inspect and read the contents of the letter. In some circumstances, approval may be given for you to visit someone in another centre. Ask staff what you need to do.

4. Legal services



There are legal services available to assist you with more than just criminal matters. They can assist with family and civil issues such as, claims for financial assistance if you have been a victim of domestic violence or sexual assault, or if you are objecting to a restitution order.

Remember, everyone’s case is different. Just because something happened to one person, does not mean it will happen to you. Always seek proper, individual, legal advice.

Legal Information Portal

The Legal Information Portal is a website available within the inmate secure internal network on computer. It can be used to find out how to get legal help, arrange legal visits, and obtain information about:

- > police & courts,
- > legal system and how courts work,
- > drug & alcohol offences,
- > housing and Centrelink legal issues,
- > family law,
- > driving & traffic offences,
- > violence and the law,
- > money matters,
- > wills and guardianship,
- > visas, deportations & transfers.

There is information from the Legal Aid NSW website

To speak with Legal Aid (or Aboriginal Legal Services) urgently you can contact them yourself with a free call on the auto dial phone system (CADL).

and information on Housing, Centrelink, Employment, Criminal Records, Revenue NSW (formerly State Debt Recovery Office) fines, and Child Support payments.

Legal Education & Advice in Prison (LEAP)

LEAP provides free family and civil law services including

advice, representation and legal education to women in custody and when released. LEAP can help with things like family law and child protection, including contact with your children; domestic and family violence and AVOs; sexual assault and victims support.

LEAP is provided by lawyers from Women's Legal Service NSW, Warringa Baiya Aboriginal Women's Legal Centre and Western Sydney Community Legal Centre. You can see a female lawyer face to face at Dillwynia, Emu Plains, Silverwater Women's and Mary Wade Correctional Centres. Speak to your SAPO or other Corrective Services staff if you would like an appointment.

You can also get telephone advice with a free call on CADL:

**#20 for Warringa Baiya Aboriginal Women's Legal Centre, or
#21 for Women's Legal Service NSW.**

Victims Compensation Scheme

If you have been the victim of an act of violence in NSW which did not occur whilst you were serving your sentence in prison and you have not been compensated in any other way for this crime, you may be eligible for

financial compensation from the Government. There are conditions and exceptions so talk to your lawyer to find out if you are eligible to make an application.

Other useful legal services

Prisoners Legal Service (PLS)

Freecall on CADL #2 (follow the Law Access prompts and then ask for a transfer to PLS)

**Level 1, 160 Marsden St
Parramatta, NSW 2124
Ph: (02) 8688 3888**

Offer independent advice and assistance in matters like bail, appeals, legal aid, parole, classification and other prison issues. Additionally, give advice and assistance in other areas of prisoners' lives such as family law and civil law (fines, debt, housing) to help with rehabilitation after release.



Aboriginal Legal Service

Freecall on CADL #12

**Head Office
199 Regent St
Redfern NSW 2016**

**Ph: (02) 8303 6699 or
1800 765 767** (for police charges and court matters,) OR



Everyone's case is different. Always seek your own legal counsel.

1800 733 233 (for care and protection and family matters)

Assist Aboriginal and Torres Strait Islander men, women and children through representation in court, advice and information, and referral to further support services.



Women's Legal Service NSW

Freecall on CADL #21

PO Box 206

Lidcombe NSW 1825

Ph: (02) 8745 6900

Legal Contact Line

(02) 8745 6988

The Women's Legal Service NSW (WLS) provides free legal advice, information, referral and casework services to women in NSW. Legal issues covered include domestic violence and AVOs, family law and parenting, sexual assault, care and protection matters and

victim's support. WLS has a specialist Domestic Violence Legal Advice Service and an Indigenous Women's Legal Service. WLS also provides community legal education and does law reform and policy work.



Wirringa Baiya Aboriginal Women's Legal Centre

Freecall on CADL #20 (from selected centres only)

PO Box 785

Marrickville NSW 1475

Ph: 1800 686 587 (free call)

or (02) 9569 3847

Wirringa Baiya is a community legal centre for Aboriginal and Torres Strait Islander women, children and youth living anywhere in NSW. It provides free confidential legal advice as about issues including family law, discrimination, care and protection and case work for victims of violence including survivors of domestic violence, adult and child sexual assault. Wirringa Baiya provides community legal information to Aboriginal women and services working with Aboriginal women, and also visits Wellington Correctional Centre.



Western Sydney
COMMUNITY LEGAL CENTRE

Western Sydney (formerly Hawkesbury Nepean) Community Legal Centre (WSCLC)

PO Box 23
Parramatta NSW 2124
Ph: (02) 8833 0911

Provides free legal information, advice and casework services to people living in Western Sydney. 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 AVOs. Western Sydney CLC also runs a Women's Domestic Violence Court Advocacy Service and an Aboriginal Legal Access Service.



Criminal Justice
Support Network

Court support for people with an intellectual disability

Justice Support, which is part of the Intellectual Disability Rights Service, provides support for any person who has an intellectual disability in NSW

who needs to attend court or a police station. This service can be contacted on **1300 665 908** from 9am-10pm 7 days a week.

Bail

Bail is an agreement by a person accused of a criminal offence which allows them to go free until they have to go to court. It is always a requirement of bail that the person attends court on the next court date.

Bail can usually be entered at the centre where you are held or at any other prison, police station in NSW or court house. If bail is entered by an 'acceptable person', 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 the location before attending so that they can be sure they bring all necessary documents or papers.

The court may grant bail unconditionally or there may conditions which a person must obey to be allowed to be free while they wait for their court date.

Common bail conditions include:

- > reporting to police on a regular basis,
- > surrendering your passport,

- > living at a particular residence or rehabilitation centre,
- > not having contact with any witnesses/ victims or go within a certain distance of a specific place,
- > having another person confirm your ability to keep to your bail conditions (see further on for definition of ‘acceptable person’/‘guarantor’/‘surety’),
- > 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 ask 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.

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.

If you do not or cannot arrange bail, the Governor of your centre will advise the court within 7 days



There is a limit to the number of times you can apply for bail.

that you have been unable to make bail. The court will then review the reasons for the bail conditions. You may still be able to apply for further review.

Bail applications/review

Applications for bail and review of bail are to be made on a bail application form available from an officer. Make sure the form is signed and dated.

If bail has been refused

You can only apply for a second hearing if you meet the criteria for a second application. These may be:

- > you had no legal representation at 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.

If bail is refused or granted with certain conditions that you can't meet then you might be eligible to apply to the Supreme Court for bail. Ask your legal representative.

Acceptable person/surety

Sometimes an accused person's bail conditions may require another person to sign as a 'surety' or 'acceptable person'.

The court or an authorised officer may require this acceptable person to complete a 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?



Security guarantee

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. 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.

If you do not comply with these conditions or do not attend court then this acceptable person will not receive their money back.

The rules applying to security are that:

- > 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 (or an ATM slip for the money) 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.

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, or a notice of intention to appeal, before you are sentenced or within 28 days from when you are sentenced.

Lodging an appeal at Local Court

You have up to 28 days, after sentencing, to lodge an appeal in the District Court against a Local Court sentence.

District or Supreme Court

You have up to 28 days after sentencing to lodge a Notice of Intention to Appeal (NIA) in the Court of Criminal Appeal.

If you do not put in your appeal within the time allowed, you have to seek permission from the court 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 your sentencing date. This is known as seeking leave to appeal.

If you miss the **28 day time limit**, you can still lodge your NIA but you will need to explain the reasons for the delay on a separate form (called an 'Application for extension of time' form).

The NIA has a 6 month time limit during which you must lodge your actual appeal if you decide to proceed with it. 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.

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

If you cannot pay the fees you should not be stopped from lodging a NIA form.

Legal Aid for appeals

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 NIA.

Legal Aid has a specialist section which handles appeals.

Legal Aid can only pay for your appeal if there are reasonable prospects of success in your appeal.

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 but 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.

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.

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. This can take a few weeks or even months.

If you are represented the Court will call your solicitor and then they will go to Court and collect

the judgment when it has been made. If you are representing yourself the Registry will fax a letter to your centre with the date the judgment 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 where 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 lawyer have time to do the best possible job in opposing the Crown Appeal.

LEAP may also be available to help you lodge your appeal and answer any legal questions you may have.

Court levies

A Victims Support Levy and/or



There are some exemptions to these levies but there is no right of appeal.

Court Costs Levy may be payable if you have been convicted of an offence. Levies must be paid within 28 days of the date of the 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 how much you earn.

Victims' Support Levy (VSL)

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

- > \$77.00 each conviction for summary offences
- > \$172.00 each conviction for indictable offences

Court Costs Levy (CCL)

The Court Costs Levy is an amount levied on people who are found guilty of offences in summary proceedings before a Local Court. This means that if

you are convicted of an offence in summary proceedings before a Local Court you have to pay an amount of money. The money raised from the CCL contributes to the cost of running courts and the justice system.

Parole

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

In NSW if you are serving a sentence of 3 years or less, you may be released to a statutory parole order at the end of your non-parole period.

If your sentence is greater than 3 years, the State Parole Authority has to review your case before you can be released. You should be allocated a Community Corrections officer about 12 months before your non-parole period ends.

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

Your Community Corrections 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 Community Corrections officer after you are released.

To help prepare for your release accept all the help you can get and use the Planning Your Release: Exit Checklist (NEXUS). NEXUS is an all-of-sentence release planning strategy designed to assist you to drive your own release planning, including how to connect to the community.

Ask the MOSP about NEXUS programs.

5. Making the best of your time: daily life in a correctional centre

Property

General property

The amount of property that you are allowed to keep varies according to the size of your cell, length of your sentence and security considerations. All valuables (like jewellery) will have to be sent out to your family or friends, with the exception of a wedding ring, some religious items, some types of earrings, or a wrist watch worth \$50.00 or less.

You can buy many approved items through buy-ups. Visitors can sometimes leave approved property for you at the centre. However, check with your centre beforehand as this is subject to the Governor's approval and is really only for items where there is demonstrated need. If permitted, clothing must be new with tags and receipts supplied.

All property that is delivered by visitors is to be recorded on an inmate property receipt by either the officer in charge of the gate,



Typical new shared cell



To help prepare for you release, accept all the help you're offered.

the officer in charge of visits or by an officer under their supervision.

However, there are only certain items you can receive from visitors and it may vary from centre to centre. Generally these are:

- > audio tapes and videos relating to legal matters affecting your custody,
- > legal papers relating to current legal matters,
- > newspapers and magazines that are in a language other than English that you can't get in a normal newspaper buy-up,
- > unframed photos, not contained in albums.

Other property (eg tracksuits, underwear and other clothing) must get written approval beforehand.

Personal property limits

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

In your cell generally you may have:

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

There are limits to the amount of clothing and maximum value allowed in storage. You can find a full copy of the items you can have in your property in the Custodial Operations Policy and Procedures Manual, which is available in the inmate library at your centre, or ask an officer.

Giving property to another inmate

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

an officer's decision, you may appeal to the Governor.

Buy-ups (in-centre purchases)

You can buy various items through the weekly buy-up system and pay using your cash account. Some items are only available on monthly buy-ups. You can get buy-up forms from your case/wing officer.

Examples of items available include:

- > drinks, beverages,
- > food stuff, smallgoods,
- > biscuits, sweets,
- > special dietary requirements,
- > toiletries and personal hygiene items,
- > vitamins and dietary supplements,
- > underwear, socks and other small items of clothing,
- > nicotine lozenges.

On your arrival staff can tell you:

- > how much you can spend each buy-up,
- > which items are available weekly or only monthly,
- > what day of the week the buy-up forms must be put in,
- > what days deliveries are made.

Your cash account

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

receive (and send) funds using your inmate account from family, friends and to and from certain professional and corporate contacts. Any individual who does this for you must be approved as a visitor and registered with a VIN (Visitor Identification Number). The amount is generally limited to \$600 a month, with some exceptions and conditions for items such as special purchases, wages, and cash you had with you upon entry. If you do not have any support persons, you can submit a request form to transfer money from your external bank account.

Overseas family must also arrange a (temporary) VIN before depositing money into your account from outside Australia. Pre-approved overseas cheques in Australian Dollars (AUD) may be accepted.

Your family can request a BPAY information pack by phoning the centre where you are located. This pack includes all the necessary forms to deposit money.

Dietary needs

If your religious faith means you have special dietary needs, the chaplain in your centre provides information so you can buy approved items from the buy-up list. A vegetarian diet is also available at all centres (see also Religion and Chaplaincy Services)

Cultural buy-up

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

Religious items

Approved religious items may be supplied to you by the chaplaincy service for cultural services as well as daily use. The articles are to be made of wood, plastic or low cost materials and you may be issued with one of any article applicable to your faith (see below Religion and Chaplaincy Services).



Religion and Chaplaincy Services

There are full-time chaplains in most centres to offer spiritual support and guidance regardless of your faith or tradition. There are also visiting chaplains from various faiths and cultural backgrounds. The full-time chaplains can arrange for someone of your faith to see you.

Each centre will provide a dedicated area where all are

permitted to practice their faith. Certain significant religious and cultural events may be observed and celebrated throughout the year. The chaplains can advise you about these events and assist in the organisation of them.

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

The chaplains organise and oversee the distribution of religious books and religious items. Make sure that any religious books or items you acquire are put on your property card before you are moved to another centre. Any property you have that is not properly registered will be taken away.

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

Respect for other inmates

During your time in prison you may meet people who are different to you.

They may have had a different upbringing to you, or be from a different culture or religion, or be gay or transgender. If you

are unsure how to interact with them just be polite and respectful. They just want to live their life, just like you do. If you are unsure of the way of doing things in prison or when interacting with them, ask respectfully, making it clear that you wish to learn, and make your time as peaceful and productive as you can.

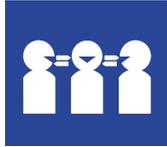


staff and legal interviews, medical appointments, classifications and other times. The Telephone Interpreter Service (TIS) is available 7 days a week/24 hours a day. It can also be used by your family if they cannot communicate in English (e.g. when booking a visit). Corrective Services employs multi and bilingual people as Community Language Allowance Scheme (CLAS) officers. Their role is to give you and your family on-the-spot assistance for simple matters such as explaining prison routine and how to get in touch with staff.

Language & cultural services

Interpreters

If you, your cellmate or friends have problems communicating in English, tell staff. Interpreters can help you during



Information in Arabic, Chinese and/or Vietnamese is available on:

- > Corrective Services Support Line (CSSL) - see posters in your prison,



Diversity of inmates

- > urinalysis - ask staff for an information sheet,
- > Visiting a Correctional Centre (a resource for families and friends) - ask staff to print a copy from the internet,
- > housing - ask staff to print information from the intranet,
- > Drug and Alcohol Multicultural Education Centre (DAMEC), for transition post-release - ask staff to print information from the intranet.

English classes

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

Foreign nationals

Not an Australian citizen

If you are not an Australian citizen or permanent resident OS&P staff can help you contact your embassy or consulate. You may be of interest to the Department of Home Affairs and may risk having your visa revoked and be deported from Australia when your sentence finishes. If you are of interest to Home Affairs, your classification, placement and participation in programs may be restricted. For more information, ask OS&P staff and the classification coordinator in

your centre to assist. You can also ask for legal assistance from the Prison Legal Service.

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

International transfers

If you are a foreign national, you may be eligible to serve your sentence in your country of citizenship. You must be sentenced and have at least 6 months left to serve. Ask OS&P staff for more information about the International Transfer of Prisoners Scheme.

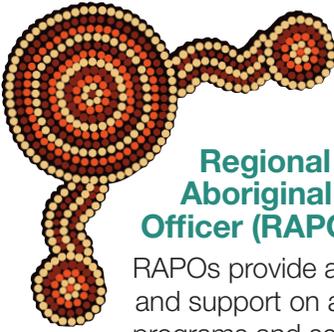


Aboriginal and Torres Strait Islander services

Aboriginal Strategy and Policy Unit (ASPU)

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





Regional Aboriginal Project Officer (RAPO)

RAPOs provide advice and support on available programs and services in prisons. They can get in touch with family and give advice and guidance to you while you are in custody. If you think another Aboriginal or Torres Strait Islander woman needs help in any way, let the RAPO know.

Aboriginal Client Services Officer (ACSO)

ACSOs are based in the community. They provide support for Aboriginal offenders who are released under Community Corrections supervision. ACSOs are attached to the Community Corrections offices in different areas. There are also some specialist ACSOs who help with Alcohol and other Drugs (AOD) problems. ACSOs help Community Corrections officers to provide culturally sensitive supervision. Ask an officer for a referral when you are due for release.

Other resources

Some community resources to help you are:

Redfern Aboriginal Medical
Service

Ph: (02) 9319 5823

amsredfern@amsredfern.org.au

Aboriginal Legal Service

CADL #12 or

Ph: (02) 8303 6699

TAFE Aboriginal Education and
Training Unit

Ph: (02) 971508066 or

1300 888 010

Aboriginal.Services@tafensw.edu.au

Help from outside

There are community organisations dedicated to supporting inmates and providing a link between prison and community, upon release.



changing lives
reducing crime

Community Restorative Centre (CRC)

CRC is a community organisation dedicated to changing lives and reducing crime by supporting prisoners, ex-prisoners, and their families and friends. They help people to overcome the problems which can put them at risk, such as addiction, homelessness and unemployment. They help those who have got into trouble

and work with their families and communities, giving them the support they need to gain skills and develop stable, independent lives. They offer personal and practical assistance such as information and referrals, transitional support (including supported accommodation), counselling, court support, training and outreach to prisons.

CRC Services include:

- > Jailbreak radio program and health information,
- > family support,
- > video visits,
- > transitional support, pre and post release from prison,
- > telephone information and referral service,
- > support programs for women being released.

For more detail and a referral, see your welfare officer or SAPO.

**PO Box 258
Canterbury NSW 2193
(02) 9288 8700**



SHINE for Kids

SHINE for Kids is the only charity in Australia working solely to support the children and families of men and women caught up in the criminal

justice system. They work towards turning lives around, keeping families together, and helping people get back on their feet.

Visiting a parent in prison can be a scary and emotional experience. Through SHINE for Kids programs children feel supported, have fun and enjoy visiting their mum or dad.

SHINE for Kids programs include:

- > activities during prison visits,
- > casework and parenting,
- > child/parent activity days held within the prison,
- > children's supported transport,
- > education support,
- > group work programs for children and their carers to strengthen relationships,
- > Aboriginal programs,
- > mentoring programs.

SHINE for Kids

Head Office

(02) 9714 3000

enquiries@shineforkids.org.au

shineforkids.org.au

**WOMEN'S
JUSTICE
NETWORK**

WJN (formerly Women in Prison Advocacy Network - WIPAN) is an organisation that aims to provide gender-responsive social support

and is committed to mentoring and advocating for women and girls in, and exiting, the criminal justice system.

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

WJN

PO Box 21391

World Square

NSW 2002

(02) 8011 0699

admin@wjn.net.au



**DRESS FOR SUCCESS
SYDNEY**

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

Dress for Success provides a mobile service to some centres once a month or have a 'pack and send' service to others. This means they are able to provide professional looking clothing before you go to court and before

you are released.

Officers at your centre can refer you by downloading the 'Appointment Form' from the Dress for Success Sydney website.

To be referred to Dress for Success after you've been released you can ask your Community Corrections officer.

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

Dress for Success Sydney

Ph: 1800 773 456

sydney.dressforsuccess.org

info@dfssydney.org



Restorative Justice

Restorative Justice programs bring together the victim, the offender and their families and friends. It encourages offenders to take responsibility for their actions and promotes the idea of making amends, showing compassion, healing and forgiveness.

If you accept responsibility for your offence, you can apply for these programs from any centre at any time after you are sentenced or from any Community Offender Management office if you are on parole.

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

**Restorative Justice Unit
Level 5
Parramatta Justice Precinct
160 Marsden Street
Parramatta NSW 2124**

**Ph: (02) 8688 6833
restorative.justice@justice.nsw.gov.au**

Offences committed when in prison

The Crimes (Administration of Sentences) Regulation 2014 specifies correctional centre offences. These offences can include not obeying correctional centre rules or staff, failing or refusing a urinalysis, possessing drugs or possessing mobile phones. A copy of this legislation should be available in all correctional centre libraries. Each centre has its own local rules which will be explained to you at



Restorative Justice DVD



Getting fit, staying healthy

the centre when you arrive. If you have any further questions, ask staff. 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 a reprimand or caution, withdrawal of privileges such as access to buy-ups, not being able to have contact visits or telephone calls for a certain period of time or confinement to cell for up to 7 days.

Depending on the seriousness of an offence the Governor will hear disciplinary matters.

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

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

6. Health Services



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

Health centres

The health centre (sometimes called ‘the clinic’) is open each day in all women’s prisons. Some centres have different operating hours. The nurse can assist you with most health care matters and give you medications prescribed by the doctor. They are also able to refer you to other health care

professionals such as the doctor, psychiatrist, women’s health, midwife, mental health, drug and alcohol and public/ sexual health, and can arrange special diets where necessary.

To see the nurse, ask your custodial case/wing officer. In an emergency, ask any member of staff for help.



Health clinic



There is usually a waiting period to see specialists so plan ahead if possible.

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

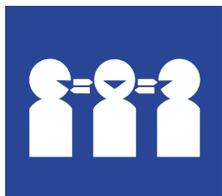
Dentists are available in some centres. Other centres will have access to a local service provider or the ability to visit a dentist at a centre with that facility.

You need to book an appointment ahead of time or, if you have an emergency, you can call the Dental Hotline using the free call for 'Oral Health' on **CADL #4**.

Health Care Interpreter Service

The Health Care Interpreter Service is available for inmates who have difficulties speaking or understanding

English. Each interpreter has had special training which allows them to assist with communication between medical staff and inmates. Please tell the health centre staff if you require this service.



Doctor's clinic

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

Medication

Most medication prescribed by the doctor is provided free-of-charge. Sometimes you can manage your own medications so you might like to speak to the nurse about obtaining a months supply of your medications at a time. This will enable you to take them yourself each day instead of relying on the nurse or an officer to organise. Health supplements may be purchased in your buy-up.

Patient information booklets and phone numbers

Ask Justice Health staff for a copy of the booklet.

It is a free call on CADL for:

- > **Hep C Helpline CADL #3,**
- > **Mental Health Hotline CADL# 9,**
- > **Quitline CADL #10,**
- > **Justice Health Patient Health Enquiry Hotline (formerly CNSP) CADL #5,**



- > **Health Care Complaints Commission Inquiry Line (formerly Health Care Complaints Line) CADL#17.**

Specialist doctors

A number of specialist services are provided with a referral from the doctor. After a full examination the doctor can organise an appropriate specialist for you to see, if it is necessary.

Mental health services

Most centres have access to a mental health nurse, a psychiatrist and a psychologist. If these services are not available at the centre then patients can be referred to the relevant service within JH&FMH. At the Long Bay Correctional Complex there is a psychiatric hospital and a mental health unit that has the capacity to take women. The health centre nurses can make referrals for these services or you can call the 24 hour Mental Health Hotline on **CADL #9**.

Family-Friendly Mental Health Service

JH&FMH's Family-Friendly Mental Health Service (FFMHS) and the NSW Family & Carer Mental Health Program give help to families who are carers



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

of a family member with mental illness. Families and carers can get support to keep going in their important caring role. This in turn supports longer term gains in patients' health, recovery and quality of life.

The NSW Mental Health Line Ph: **1800 011 511**. Client Liaison Officers are contacts for enquiries about patient care and feedback on JH&FMH Services.

Call the Mental Health Hotline (24 hours a day) on **CADL #9**.

Alcohol & Other Drugs (AOD) services

If you have been using alcohol or other drugs regularly then you may experience withdrawal symptoms when you stop. This can be serious and you may need medical attention. You should ask the health centre staff. If you

are Aboriginal you may wish to find out if there is an Aboriginal counsellor/worker in your centre and make contact with them.

Methadone (biodone)/ buprenorphine

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

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



Aboriginal health

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

Medical Service, ask the staff to put you in contact with an appropriate Aboriginal person in the centre.

Public health

The public/sexual health nurse offers information and testing for Hep B and C, and HIV as well as education about public and sexual health issues. You can be referred or tested at any time during your time in prison, including at reception.

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

Hygiene

It's important to remember that you are sharing a small place with lots of other people and it's very easy for sickness to spread.

DO NOT SHARE
a fit, or other
equipment used
for injecting drugs,
tattooing or body
piercing.
**Sharing is the
easiest way to
catch Hep C,
Hep B and HIV.**

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

- > wear thongs if you have communal showers to stop the spread of tinea,
- > it is your responsibility to keep your cell and unit clean,
- > wash your hands all the time, especially after going to the toilet and before handling food,
- > remember that you are sharing space with lots of other people and it's really important to have a shower daily,
- > the correctional centre will provide you with toothpaste, a toothbrush, soap and sanitary items, but
- > you will need to buy your own shampoo and deodorant. These are things you really should buy.



Head lice

The first sign of head lice is usually an itchy scalp. Itchiness can take weeks to develop. Head lice don't carry diseases and are not dangerous but they are spread very easily by head-to-head contact with another person, for example when hugging.

What if I find head lice?

- > Report to the health centre for treatment options. They



If your head is really itchy you may have **head lice or nits**. It's very important to see the health centre immediately as **they spread very quickly**.

will check and instruct you on exactly how to treat the lice.

- > Check to see if anyone else has head lice.
- > Treat the head lice: This can be with a nit comb and conditioner and/or Malathion Lotion.
- > When the treatment is completed, with all the lice and nits removed, check the hair regularly e.g. weekly, for further infestation, as early detection and treatment can prevent spread of lice to others.

WARNING: The following people should NOT use the Malathion Lotion to treat head lice:

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

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

HEP C CAN BE CURED

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

HEPATITIS INFOLINE
FREE CALL
INFO, SUPPORT, REFERRALS

FOLLOW THESE STEPS TO CALL FREE

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



Hepatitis NSW
Working towards a world free of viral hepatitis

**HEPATITIS
INFOLINE**
CONFIDENTIAL

Health survival tips

Watch the DVD that is available in every centre for information.



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

Fincol is a disinfectant which is freely available in dispensers in all centres. You should use it to clean items that might spread disease. Don't share other

personal items like razors, tattoo and body piercing equipment or toothbrushes.

Remember! Love is no protection from getting HIV or Hep C, so always use a dental dam when you have sex. These are available free-of-charge from vending machines at all female centres.

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



Fincol dispenser



For information about Hep C, call Hepatitis Infoline on CADL.

Preparing for release

Before you are released ask a JH&FMH nurse to provide you with a health summary and referrals to help with your AOD issues or other health needs. They can also help you arrange community based methadone or buprenorphine appointments. The JH&FMH Connections program can help make these kinds of appointments. JH&FMH staff and OS&P staff can refer you. See the section on 'Getting Out' in this Handbook for more information about the Connections program. For people with chronic conditions, a Care Navigator can help you to access support services upon you release. Ask at your prison health centre.

Counselling and other 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.

The Approved Counselling Service, inside and out

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

Enough is Enough seminars

Enough is Enough offers seminars that look at the impact on victims of crime and the community to encourage offenders to accept responsibility for their actions.

Yallul Kaliarna, IDATP

Yallul Kaliarna is an Intensive Drug and Alcohol Treatment Program (IDATP) at Dillwynia Correctional Centre only. It is a therapeutic program that includes employment, education and health care to address addictions

and offending behaviour. Yallul Kaliarna is 6-10 months long and can be flexible depending on an individual's circumstances. You can refer yourself to Yallul Kaliarna. Ask any custodial or OS&P staff to assist. They will be able to tell you whether you are eligible.

Psychology services

Psychologists are members of the OS&P staff and are there to help you with immediate and crisis issues. When you see a psychologist from Corrective Services NSW it is a bit different to seeing a private psychologist in the community. Psychologists from Corrective Services NSW will

Psychologists are there to help you. You may be able to continue with them once you are released.

talk to you and do assessments to help you get the services or programs you need to help you stop offending if you have been sentenced. You have the power to consent to share information about you to help with your case management and participate in a treatment program.

Many women come to prison needing support with all sorts of



Counselling

problems and issues that may or may not be directly related to your reason for being here. The psychologist will ask you questions about your life now and in the past, your experiences and may speak to you about your offending behaviour.

You can request to see a psychologist at any time - just ask an officer, SAPO or case management officer for a referral.

A staff member who has concerns about you might contact the psychologist who may then ask to see you even if you haven't made a request yourself. This may be to do some testing, find out how you're coping, or help you prepare for release. You don't have to see them if you are not ready, but it can be very helpful to talk to a trained professional when stressed.

Sometimes the Serious Offenders Review Council (SORC) or the State Parole Authority (SPA) 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.

State-wide Disability Services (SDS)

Statewide Disability Services (SDS) work with offenders, both



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

in custody and in the community, who have one or more of the following disabilities:

- > a cognitive impairment, like an intellectual disability, that makes it hard to learn,
- > a head injury/ acquired brain injury,
- > dementia, autism spectrum disorders,
- > serious problems with memory that makes it hard to look after yourself,
- > having serious difficulties with vision or being blind,
- > having serious difficulties with hearing or being deaf,
- > having physical impairments including spinal injuries, amputations and difficulty with mobility that makes it hard to look after yourself.

A primary function of SDS is to focus on your pre-release planning. This may involve working with JH&FMH to get

specialist equipment from NSW Health, referring you to disability services in the community or assisting you to find accommodation or other services in the community.

Other ways that SDS can help are:

Programs

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

This might include:

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

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

Work

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

they understand your disability and how it affects you.

Placement

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

Court appearances

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

Case Management

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

Resources

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

items such as magnifiers, TTY phones, programs for people with cognitive impairment, and access to court support people, investigative interviews, and the State Parole Authority.

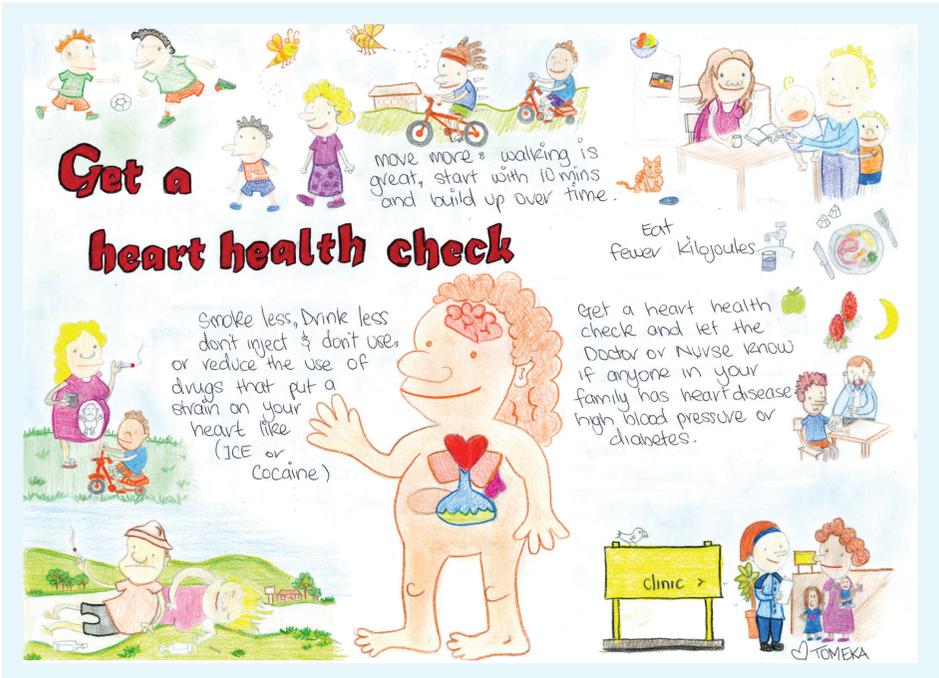
Children, family & community health

If there is an issue around your child/children or a family member's welfare, 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 (FACS, 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 information see the section in this handbook on *Making the Best of your Time in Prison* to find out what they can help with and how to contact them.

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 prison.



7. Education and programs

Offender Services & Programs (OS&P)

While you are in custody you will have contact with OS&P staff who provide programs and services designed to address your needs in relation to your offence and aimed at developing positive skills to prepare yourself for release. Programs you need to do are determined at your assessment and are written into your case plan. These programs are carefully constructed to suit the different ways people learn and participate. Most of these programs are for sentenced women but there are some available to those on remand.

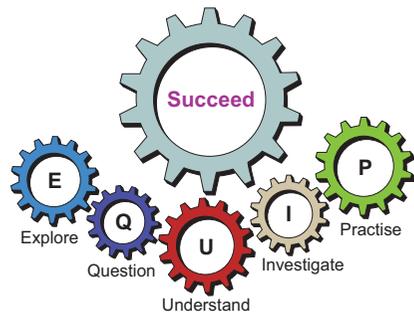


These programs address offending behaviour and help you reduce your likelihood of reoffending. By completing them you may advance in your classification and have more opportunities like day leave. Programs are continually updated to give you the best options.

Programs

The main programs available are “compendium programs” which focus on different types of offending or offence related behaviour. The compendium organises offender behavior change programs according to the following:

- > general offending programs suitable for all offenders,
- > addictions programs (like drugs and alcohol),
- > aggression/violence programs,
- > sex offender programs,
- > young adult offender programs.



EQUIPS

EQUIPS is a therapeutic and educational program designed to increase participation opportunities for offenders in both custodial and community settings. EQUIPS is for people who are assessed as medium

to high risk of reoffending, have enough time left to serve to complete the program and are assessed as suitable.

It consists of EQUIPS Foundation, Aggression, Addiction and Domestic Abuse. Each of the components is 20 x 2 hour sessions.

RUSH

RUSH is specifically developed for the remand population. It is a skills-based group treatment program addressing anti-social attitudes/beliefs; poor self-control; impulsivity; difficulties with self-management such as poor decision making; lack of interpersonal skills.

Parenting: Mothering at a Distance

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. Participants must be mothers or caregivers who, once released, will have significant parenting responsibility for children aged 0–5 years.

Parenting: Mothers & Children's Program

The Mothers and Children's Program consists of the Full Time Residential Program and the Occasional Residence Program. If

you are accepted into a program you will still be required to do other OS&P programs that are part of your case plan. However, because of your parenting commitments, suitable variations can be made on a case-by-case basis.



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

If you have children up to the age of 12 you can apply for the Occasional Residence Program. Children may come and stay with you overnight, weekends and school holidays if you meet the eligibility criteria.



Jacaranda Cottages

Apply as soon as you come into custody for both these programs, particularly if you are pregnant. It does not matter if you are not sentenced, you should still apply. Tell any staff member you want to apply, and make a written application which staff will send in for you, or staff can make a referral directly to the Coordinator.

Out of the Dark

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.

NEXUS

NEXUS is available from the start of your sentence in preparation for your release date. You will

be given important information, resources and programs to help you prepare for re-entry to the community. Participants are guided through Planning Your Release: Exit Checklist that has information on health, property, clothing, transport, housing, getting ID and more. Ask the Welfare Officer or SAPO when the next session is.

High Intensity Program Units (HIPUs)

High Intensity Program Units (HIPUs) deliver rehabilitation services and programs and enhanced release planning to inmates serving short sentences (less than 6 months).

The HIPUs will focus on the following cohorts of offenders, however all short-sentenced offenders will be considered for participation:

- > domestic violence inmates,
- > women inmates,
- > Aboriginal inmates,
- > Violent Offenders Therapeutic Program (VOTP).

Participation will be expected if you meet the eligibility criteria and it is prioritised over other



Young Offender Program

factors such as employment. Priority will be given to offenders serving short sentences (less than 6 months) who are assessed as higher risk. The HIPUs may also include offenders who either have longer sentences or have been assessed as lower risk of reoffending, in order to ensure that the units are fully occupied.

Young Offenders Program

The Young Offenders Program is for young adult female offenders who have a Category 1 or

Category 2 classification, are not on remand and who are between 18 and 25 years old. To be part of this program, you must show a positive attitude and a willingness to change.

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

While the program is mainly for young offenders, there is also a role available for older inmates known as the Adult Nucleus (nuke) or mentor role. As a nuke you will be required to help with activities and act as a peer-educator. You will also help in de-briefing and supporting the young participants. You will be expected to 'lead by example' and participate in activities and work one on one with reluctant or fearful inmates and stop prankish and bullying behaviour.

Adult education programs

Education is a good use of your time while you are in custody. You can improve your reading and maths skills, learn trade or work-readiness skills and earn qualifications to help you get a job on release. Some courses

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

are nationally accredited and will increase your chances of accessing employment upon release. Classes run through the day and you can stay employed while you learn. You can also transfer your enrolment from one centre to another if the course is available. There are different eligibility levels and access to programs. If you want to participate in education programs you will need to do a core skills assessment so the education staff can help you plan what courses will be best for you. Ask an education officer or SAPO.

Foundation Skills Programs

Foundation Skills Programs will help you improve your reading, writing and maths skills. There are also courses to help you to use computers and the internet. You can gain a nationally

recognised qualification that will help you get into TAFE and/or University courses or get a job when you are released.

Vocational Training Programs

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

Tertiary (Distance) Education

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

Driver Knowledge Test

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

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 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.



Library



Computer room

Computers

You can apply to use computers in libraries and classrooms to learn to type, improve your English, write a letter, get legal information (via the Legal Portal), or as part of your education program. Inmate 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.



RADIO THAT REACHES RIGHT TO YOU - WHEREVER YOU ARE IN THE SYSTEM!

Jailbreak keeps you company with stories and music you can relate to. Send a shout out, or make a music request. You can even ask for Jailbreak on your local community radio station!

WRITE TO JAILBREAK
Jailbreak 2SER
PO Box 123, Broadway NSW 2007

YOUR FAMILY OUTSIDE CAN ALSO REACH US:
PHONE: 0420 946 709
EMAIL: jailbreak@crctsw.org.au
FACEBOOK: fb.me/jailbreak.radio

HOW TO LISTEN:

2SER 107.3FM (SYDNEY) Skid Row 88.9FM (SYDNEY)
(Sun @ 9.30pm & Tues @ 5am) (Thurs @ 2pm)

Koori Radio 93.7FM (SYDNEY) 2Dry 107.7FM (BROKEN HILLS)
(Mon & Sun @ 10pm) (Mon @ 8pm)

The Jailbreak Health Project is based at Sydney's Community Restorative Centre (CRC) and is funded by NSW Health.
CRC PHONE: (02) 9266 6700 WEBSITE: www.crctsw.org.au






8. Employment

Work is available in prison so that you can develop skills and earn some money to help with your return to the community when you are released.

Jobs are different in each centre. There can be general jobs such as; window cleaner, sweeper, kitchen hand, or ground maintenance, and there can be vocational jobs like; electrician, carpenter, painter and the like. Work can be combined with vocational programs to help learn new skills. Again, there are different levels of eligibility, and access to programs also depends upon whether you are on remand or are already sentenced, so check with your case management officer.

If you refuse to participate in work or programs, or if you have been sacked from a job, you will not receive any 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.

All sentenced inmates (including inmates on appeal) are encouraged to work.



Employment



Wages

When participating in work programs you will get paid. If you have known religious commitments you can ask for consideration if you are required to work weekends.

Wages are based on a working week of 30 hours at the minimum rate of \$17.76 and the maximum rate of \$70.02, not exceeding \$85 per week (2017 rates). If you want to work or attend programs but cannot because there are no places available, you will still receive an unemployed rate of \$15.51 per week.

Work Readiness Program

The Work Readiness Program aims to develop a range of transferable skills, attitudes and behaviours required for successful participation in the workplace.

CSI staff members play a critical role in coaching, mentoring and role modelling for the inmates employed within CSI business units.

Work Development Orders (WDOs)

Work Development Orders (WDOs) enable eligible inmates to work off their fines through certain activities.

Corrective Services NSW is an approved organisation that runs the WDO Scheme. You will be identified through the normal screening and assessment processes for programs and services available in prison. You can pay off parking fines, fare evasion, smoking in smoke-free areas, littering, drinking alcohol in a dry zone, court fines, and driving an unregistered car, through Revenue NSW (formerly State Debt Recovery Office).

Traineeships

If you meet the selection criteria, which includes twelve months left to serve, 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.



Employment

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 are getting closer to release. There are job opportunities in kitchens, cafes, printing and CSI Logistics.

You get these jobs based on your ability and you are paid the same rates as other workers in the workforce. 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 prison environment, which will help you when you are released.

To be on the Work Release Program you need to be a Cat 1 classification. To find out more about whether you can apply to be part of the Work Release Program speak to either your custodial case officer or classification clerk.

Employment Portal (EESP)

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.

9. Getting out

Once you are released you can refer yourself to many services in the community that can help you. OS&P staff or your Community Corrections officer can help you find the services you need. Pamphlets are available in centres on some of these services. The easiest way to find out about services is to ring them.

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

- > Alcohol & Drug Information Service (ADIS)
Ph: (02) 9361 8000 or 1800 422 599 (outside Sydney)
- > SMART Recovery Australia
Ph: (02) 9373 5100
www.smartrecoveryaustralia.com.au
- > Alcoholics Anonymous (AA)
Ph: (02) 9799 1199
- > Gamblers Anonymous (GA)
Ph: (02) 9628 5065
- > Narcotics Anonymous (NA) **Ph: (02) 9519 6000**
- > Drug and Alcohol Multicultural Education Centre (DAMEC)
Ph: (02) 8706 015



guides you through the Planning Your Release: Exit Checklist booklet. This book has lots of information about such things as how to make Centrelink, Medicare and housing arrangements for when you are released. OS&P

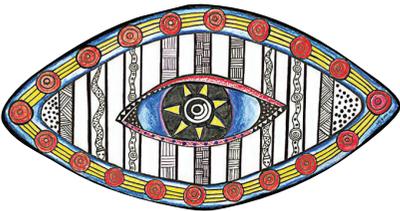
NEXUS Program

The NEXUS Program helps you plan for your release. It becomes especially important when you are within 3-6 months of release. It

The Nexus Checklist has all the things you need to think about for your release

staff will also be able to help you organise these things. Start as soon as possible.

Transitional, residential, drop-in, help centres and programs



Bolwara Transitional Centre

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

Bolwara is a drug summit, funded, community- based, pre-release residential program. It is designed for up to 16 women with significant histories of alcohol and other drug use and who have been in custody a number of times.

If you have drug or alcohol issues, a LSIR assessed as medium to high risk, a Cat 2 or Cat 1 classification, and 3 to 18 months left to serve you can apply to go to Bolwara Transitional Centre.

While at Bolwara, residents have one-on-one case management and you participate in AOD, domestic violence and life skills programs, as well as having the opportunity to be

involved with the Employment Plus program.

Residents have their case plan updated to assist with attending counselling, education and employment in the community. Positive family relationships are encouraged with day and weekend leave for eligible residents.

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

Parramatta Transitional Centre

Parramatta Transitional Centre (PTC) is located in North Parramatta and houses 21 women, some with children. It is a community based residential program for female offenders.

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

You will have a Transitional Centre Worker (TCW) as your case manager. Case management supervision is carefully followed and all residents are expected to



Parramatta Transitional Centre



be actively addressing issues surrounding their offending behaviour.

At the same time you can develop skills towards an independent lifestyle after being released.

Residents are encouraged to find employment, to be active in the running and maintenance of the house, actively budget, and to become a House Representative. The House Representatives are invited to attend staff meetings to discuss resident issues.

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

How to apply.

To be involved you need to be:

- > Category 1,
- > serving the last three to eighteen months of a sentence,
- > not on appeal,
- > not having any current alcohol or other drug issues,
- > not of interest to the Department of Home Affairs,
- > participating in programs in custody and considered to have been actively addressing your offending behaviour.

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

JH&FMH Connections Program

The JH&FMH Connections Program can link you to drug and alcohol treatment services after you have been released.

Connections can also help you to link with general medical and community mental health services, Centrelink, getting an ID card or Medicare card and can help you with any other links to services that you might need.

You may be eligible for the Connections Program if:

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

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

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

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

Initial Transitional Service (ITS)

Initial Transitional Support offers up to 12 weeks support for medium/high - high risk offenders on Community Corrections Orders. An organisation will work with Community Corrections, to link support directly to the your case plan with the aim of reducing your risk of reoffending. This service is offered in select regional and metropolitan areas. Ask your Community Corrections officer to see if you are eligible.

Support services may include assisting offenders with accommodation needs and access to services (such as mental health and alcohol and other drug services), helping them engage in social activities

in the community as well as employment or education referrals.

Extended Reintegration Service (ERS)

The Extended Reintegration Service (ERS) is a Transitional Support Service that provides post-release accommodation and cross-agency support for AOD, mental health, parenting, cultural, and other services in a western Sydney catchment area. Support can be provided for up to 3 months' pre-release engagement and up to 9 months' post-release support. This service is linked to your Community Corrections orders and eligibility includes those needing ongoing community mental health support, and a history of drug and/or alcohol dependence. Ask your case officer or Community Corrections officer to see if you are eligible for a referral.

Miruma

Miruma is a residential community-based diversionary program, situated on the grounds of the Cessnock Correctional Centre, providing intensive case management for 3-6 months. It is for female offenders with mental health and drug and alcohol problems who are unable to secure and maintain accommodation and/or access to

community services. Promotion of life skills including budgeting, nutrition and general health care are a focus of the program. There are eligibility criteria and referral are required. Speak to your Community Corrections officer.

5 Alunga Ave, Cessnock
Ph: (02) 4993 2212
miruma-corc@justice.nsw.gov.au



**changing lives
reducing crime**

Community Restorative Centre (CRC)

This is a community organisation who helps change lives by supporting prisoners and their families. We address issues such as homelessness, social isolation, physical and mental health, drug and alcohol use, employment, education, family relationships, financial hardship and histories of trauma. We also work in partnership with other organisations to improve access to services and create opportunities.

CRC Head Office
PO Box 258
Canterbury NSW 2193
Ph: (02) 9288 8700
www.crcnsw.org.au
info@crcnsw.org.au

Guthrie House

Guthrie House is a community-based, accommodation program. The support workers assist women to make the transition from custody to the community by providing a program that helps to increase life skills. Guthrie House also provides access to NA, AA and other support groups and can assist with budgeting and with debt management. While at Guthrie House you can

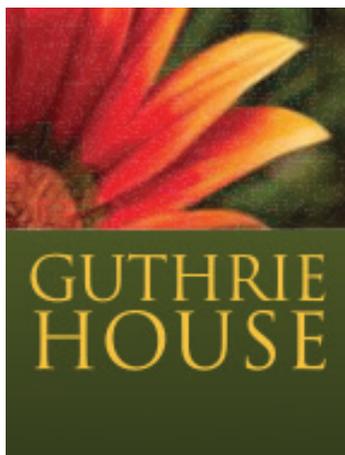
be involved in activities such as art therapy, learning how to cook as well as relapse prevention, nutrition and sexual health courses. If you have children, there is a mothers and children's room that can accommodate children under 5.

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

To be accepted you have to be facing criminal charges, on bail or court-imposed bonds or on parole. If you have alcohol or other drugs issues you must have



Guthrie House



a commitment to recovery from addiction and other substance abuse.

Priority is given to homeless women.

Residents at Guthrie House say “You’ve got to be serious about making this decision” and “with freedom comes responsibility”.

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

To apply you may call Guthrie House yourself, or be referred by a JH&FMH nurse or another welfare or legal service inside your prison. You can usually stay up to six weeks: this is dependent on your progress, need and housing options. There is a waiting list so get in touch as soon as you can.

Guthrie House
(02) 9564 5977 29
www.guthriehouse.com
info@guthriehouse.com

Lou’s Place

Lou’s Place is a safe, welcoming, daytime drop-in centre for women in the heart of Kings Cross in Sydney with the aim to support women to rebuild their lives. Lou’s is a place where women can overcome isolation and loneliness, hunger and cold, ill health and the dangers of the street or at home. It promotes the autonomy and dignity of all women.

You can rest, have some company and escape the pressures of the street. You can get support, find a bed, eat, shower, wash clothes, get to appointments, deal with government and other services, and help in setting goals and meeting priorities.

There is a courtyard and a balcony where you can sit and have a coffee, breakfast or lunch (Monday to Thursday) as well as a lounge room with a TV and computer. You can find a change of clothing from the clothing room, and get some toiletries and make-up. There is a range of activities available each week including yoga, music, sewing, art, jewelry, creative writing, movie afternoons, personal development and peer support groups. The

lawyer at Lou's Place offers confidential advice on domestic violence and AVOs, credit and debt, victims' compensation, discrimination, fines, criminal law, adult guardianship and financial management orders.

Most of all Lou's Place helps women to find strength, a new balance in life – and have fun.

Lou's Place
182 Victoria Street
Kings Cross NSW 2011
Ph: (02) 9358 4553
0414 764 515 (mob)
www.lousplace.com.au
Open Monday - Friday



The Miranda Project

The Miranda Project is a CRC initiative, run by women, providing wholistic support for women, particularly those with histories of experiencing domestic and family violence.

The values of the Miranda Project are underpinned by the belief that every woman is deserving of respect and opportunity. They can meet with you up to 3 months before your release and provide continued support afterwards.

The Miranda Project assists women with:

- > support when going to court,
- > support when getting out of prison,
- > links to a mentor,
- > links to legal services,
- > food, toiletries and contraception,
- > recovery groups for women with trauma backgrounds,
- > Work and Development Orders (WDO's),
- > special pamper days.

Co-located with
Penrith Women's Health Centre
Henry St & Station St
Penrith

Phone CRC: 9288 8700
miranda.project@crcnsw.org.au

10. Enquiries, requests, complaints & applications

While you are in custody, you may want to:

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

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

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

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



In a genuine emergency you may call the CSSL directly.

Local enquiries to correctional centre staff

See your case officer or wing officer

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

Fill in an Inmate Request Form

All written requests, enquiries and complaints are entered in a register, which is checked once a week by a senior officer. Keep a record of the date you submitted your form, and who you gave it to. If possible, you will be given a photocopy of your form.

See a senior officer

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

to speak to the Governor or Manager of Security.

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

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

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

If your issue is still not sorted out, then you are welcome to telephone the Corrective Services Support Line (CSSL) available in **CADL #1:**

Telephone the Corrective Services Support Line (CSSL)

The CSSL is a free telephone support service available to you in all prisons and transitional centres. It operates Monday to Friday (except public holidays) between 9am and 3.30 pm.

The role of the CSSL is to record feedback (ie enquiries, complaints, comments, and

compliments) from inmates and to help inmates resolve problems. The CSSL is not a “first point of call”. If you have a problem or an enquiry you must first try to have the matter resolved locally (see above) before you ring the CSSL. You will be asked if you have done this when you call CSSL. Calling CSSL will not speed up or by-pass local complaint procedures.

When calling CSSL you must identify yourself, by providing your MIN, full name and date of birth. You may call on behalf of another inmate (e.g. if they don't speak English) provided that inmate is present when the call is made. This service is not available to your family or to other members of the public.

If it is a general enquiry the CSSL may be able to provide an immediate answer. If not, CSSL will forward your complaint to the most appropriate area for response and/or action. You will be asked to call back after 3 working days for the response.

The CSSL has no authority to resolve matters or make decisions on behalf of a prison.

Other

Depending on the circumstances, you may want to speak to someone else about the problem. If so you can:

Talk to an Official Visitor

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

- > Official Visitors usually visit centres fortnightly.
- > Opportunities are provided for you to speak to the Official Visitor.
- > You can register to see the Official Visitor, or look out for them when they are visiting.
- > You can talk to Official Visitors about any problems to do with treatment and care and your discussion is confidential.
- > Official Visitor can usually resolve enquiries and complaints locally by speaking to the Governor and other staff. If they can't resolve issues locally they can bring them to the attention of the Commissioner or Minister in their quarterly and half yearly reports.
- > Official Visitor examine the centre to make sure the buildings, including the cells and grounds are clean and tidy and kept in good condition.



Letters to and from the Ombudsman are confidential and cannot be opened by centre staff. You can write to the Ombudsman in any language and translation will be arranged. Telephone calls to the Ombudsman are not monitored.

Writing to the Commissioner or Minister

This is a last resort if your issue cannot be resolved locally. If the Governor of the centre can deal with the matter you must first raise it with them before writing to the Commissioner or Minister.

**The Commissioner
Corrective Services NSW
G.P.O. Box 31
Sydney NSW 2001**

Writing to the NSW Ombudsman

The NSW Ombudsman can investigate conduct that may be:

- > illegal,
- > unreasonable,
- > unjust or oppressive,
- > discriminatory,
- > based on improper motives or irrelevant grounds,

- > based on a mistake of law or fact,
- > wrong.

The NSW Ombudsman:

- > cannot review decisions made by courts, Ministers, or the State Parole Authority,
- > can refer matters to the Commissioner on your behalf,
- > can refer matters on to the Police or Independent Commission Against Corruption (ICAC).

NSW Ombudsman

Level 24

580 George Street

Sydney NSW 2000

Ph: (02) 9286 1000

Free call on CADL #8

Commonwealth Ombudsman

Free call on CADL #13

Medical complaints

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

Chief Executive Officer

JH&FMH

PO Box 150

Matraville NSW 2036

Ph: (02) 9700 3000

(ask for the JH&FMH Client Liaison Officer)

For specific issues about Mental Health Services, contact:

Mental Health Hotline

Free call on CADL #9

If you are still not satisfied with the response you should contact:

Health Care Complaints

Commission

Free call on CADL #17

Ph: (02) 9219 7444

(ask for the Enquiry Officer)



Correctional centre addresses (and their security classification)

Women's correctional centres

Silverwater Women's (various)...(formerly Mulawa)	Holker St, Silverwater Locked Bag 130 Australia Post Business Centre Silverwater, NSW 1811 Ph: (02) 9289 5100
Emu Plains (minimum)	Old Bathurst Rd, Emu Plains Locked Bag 8006, Penrith, NSW 2751 Ph: (02) 4735 0200
Dillwynia (minimum/medium).....	2 The Northern Rd, Berkshire Park Locked Bag 657 South Windsor, NSW 2756 Ph: (02) 4582 2501
Mary Wade (maximum)	169 Joseph St, Lidcombe Locked Mail Bag 4006 Chullora, NSW 2190 Ph: (02) 8737 5000
Berrima	Argyle St, Berrima Locked Bag 1 Berrima, NSW 2577 Ph: (02) 4868 7300

Women's transitional centres

Bolwara	Lot 2, Old Bathurst Rd, Emu Plains Locked Bag 8002, Penrith, NSW 2751 Ph (02) 4735 7098
TC	124 O'Connell St, Parramatta, NSW 2151 Ph (02) 8832 4000
Miruma TC	5 Alunga Ave, Cessnock PO Box 254, Cessnock, NSW 2325 Ph: (02) 4993 2212

Other (men’s) correctional centres which accommodate women

- Broken Hill (medium)..... 109 Gossan St, Broken Hill
PO Box 403, Broken Hill, NSW 2880
Ph: (02) 8082 6000
- Mid North Coast (medium)..... 37 Aldavilla Rd, Aldavilla
PO Box 3567, West Kempsey
NSW 2440
Ph: (02) 6560 2700
- Wellington (various)..... Mudgee-Goolma Rd, Wellington
PO Box 386, Wellington, NSW 2820
Ph: (02) 6840 2800

Other (men’s) correctional centres where women may stay for short periods of time

- Bathurst (minimum/medium)..... Cnr Browning St & Brookmore Ave,
Bathurst
PO Box 166, Bathurst, NSW 2795
Ph: (02) 6338 3282
- Junee (medium)..... 197 Park Lane, Junee
PO Box 197, Junee, NSW 2663
Ph: (02) 6924 3222
- South Coast (SCCC) (various)... 55 The Links Rd (via Oxford St),
Nowra Hill
PO Box 538, Nowra, NSW 2541
Ph: (02) 4424 6000
- Grafton..... 179 Hoof St, Grafton
PO Box 656, Grafton, NSW 2460
Ph: (02) 6642 0300
- Cessnock..... Lindsay St, Cessnock
PO Box 32, Cessnock, NSW 2325
Ph: (02) 4993 2333

Men’s correctional centres not already listed

- Balund-a (Tabulam)..... 186 Welsh Rd, Mookima Wybra
via Tabulam, NSW 2469
Ph: (02) 6660 8600
- Brewarrina (Yetta Dhinnakkal).... Arthur Hall VC Way, Brewarrina
Locked Bag 1, Brewarrina, NSW 2839
Ph: (02) 6874 4715

Cooma	1 Vale Street, Cooma Locked Bag 7, Cooma, NSW 2630 Ph: (02) 6455 0333
Dawn de Loas	Holker St, Silverwater Locked Mail 115, Silverwater, NSW 1811 (02) 9289 5339
Glen Innes	Gwydir Highway, Glen Innes Locked Bag 900, Glen Innes, NSW 2370 Ph: (02) 6730 0000
Goulburn	Maud St, Goulburn PO Box 264, Goulburn, NSW 2580 Ph: (02) 4827 2222
High Risk Management	Maud St, Goulburn PO Box 264, Goulburn, NSW 2580 Ph: (02) 4827 2423
Hunter	Lindsay St, Cessnock PO Box 32, Cessnock, NSW 2325 Ph: (02) 4993 2333
Ivanhoe (Warakirri)	33 Mitchell St, Ivanhoe PO Box 109, Ivanhoe, NSW 2878 Ph: (02) 6995 1403
Illawarra Reintegration	34-40 Lady Penryhn Drive, Unanderra PO Box 367, Unanderra, NSW 2526
John Morony	The Northern Rd, Berkshire Park Locked Bag 654 South Windsor, NSW 2756 Ph: (02) 4582 2223
Kariong.....	Central Coast Highway, Kariong PO Box 7275, Kariong, NSW 2250 Ph: (02) 4340 3400
Kirkconnell.....	Sunny Corner Rd, Kirkconnell Locked Bag 7029, Bathurst, NSW 2795 Ph: (02) 6337 5317
Lithgow	596 Great Western Hwy, Marrangaroo PO Box 666, Lithgow, NSW 2790 Ph: (02) 6350 2222

Long Bay Hospital 1300 Anzac Pde, Malabar
 PO Box 13, Matraville, NSW 2036
 Ph: (02) 8304 2000

Long Bay MSPC..... 1300 Anzac Pde, Malabar
 Locked Bag 23, Matraville, NSW 2036
 Ph: (02) 8304 2000

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

Mannus (Tumbarumba)..... 3506 Jingellic Rd, Mannus
 via Tumbarumba, NSW 2653
 Ph: (02) 6941 0333

MRRC Holker St, Silverwater
 Private Bag 144, Silverwater, NSW 1811
 Ph: (02) 9289 5600

Oberon via Shooters Hill Rd, Oberon
 Locked Bag 2, Oberon, NSW 2787
 Ph: (02) 6335 5248

Parklea 66 Sentry Drive, Parklea
 PO Box 3001, Parklea, NSW 2768
 Ph: (02) 9678 4888

Shortland..... Lindsay St, Cessnock
 PO Box 32, Cessnock, NSW 2325
 Ph: (02) 4993 2333

St. Heliers..... McCullys Gap Rd. St. Heliers
 PO Box 597, Muswellbrook, NSW 2333
 Ph: (02) 6542 4300

Tamworth Cnr Dean & Johnson Sts, Tamworth
 PO Box 537, Tamworth, NSW 2340
 Ph: (02) 6764 5333



Map of Correctional Centre locations



Sydney

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

Offender Telephone System (OTS)



Offender Telephone System (OTS)

Follow these steps to make a call:

1. Enter your MIN 2. Enter your PIN

To make a personal/legal call		Press button 1 Listen to the information and follow the prompts Your time starts when the call has been connected You cannot make another call for 10 minutes after this call	إجراء مكالمة شخصية/قانونية اضغط على الزر 1 . استمع للمعلومات واتبع التعليمات. يبدأ وقتك عند وصل المكالمة. لا يمكنك إجراء مكالمة أخرى لمدة 10 دقائق بعد هذه المكالمة.
To make a free call on the CADL system		Press button 2 Listen to the information and follow the prompts *	إجراء مكالمة مجانية على نظام CADL* اضغط على الزر 2 . استمع للمعلومات واتبع التعليمات.
To check your OTS balance		Press button 3 Listen to the information	للتأكد من رصيد OTS الخاص بك. اضغط على الزر 3 . استمع للمعلومات.
To check your permitted phone numbers		Press button 4 Listen to the information	للتأكد من أرقام الهاتف المسموح لك بها. اضغط على الزر 4 . استمع للمعلومات.
To change your PIN		Press button 5 Listen to the information and follow the prompts	لتغيير رقم PIN الخاص بك. اضغط على الزر 5 . استمع للمعلومات واتبع التعليمات.

Arabic

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When you hear

- ◀ FIRST BEEP you have **40** seconds left
- ◀ SECOND BEEP you have **20** seconds left
- ◀ THIRD BEEP you have **10** seconds left

<p>Bấm số 1 để thực hiện cú gọi riêng/pháp luật. Lắng nghe thông tin và làm theo chỉ dẫn. Thời gian của quý vị bắt đầu từ lúc nối mạch được. Sau cú gọi này, quý vị không thể gọi cú khác trong 10 phút.</p>	<p>若要致电个人/律师电话,请按1。听听有关讯息,然后遵照提示。在电话接通后开始计时。在此电话之后的10分钟,你不可以再打另一个电话。</p>	<p>Pulse 1 para hacer una llamada personal/jurídica. Escuche la información y siga las instrucciones. Su tiempo se cuenta a partir de la conexión de la llamada. No podrá hacer otra llamada antes de 10 minutos después de esta llamada.</p>
<p>Bấm số 2 để thực hiện cú gọi CADL*. Lắng nghe thông tin và làm theo chỉ dẫn.</p>	<p>若要致电CADL系统*的免费电话,请按2。听听有关讯息,然后遵照提示。</p>	<p>Pulse 2 para hacer una llamada gratis por el sistema CADL*. Escuche la información y siga las instrucciones.</p>
<p>Bấm số 3 để kiểm soát số tiền còn lại trong OTS của quý vị. Lắng nghe thông tin.</p>	<p>若要检查OTS余额,请按3。然后听听有关讯息。</p>	<p>Pulse 3 para comprobar su saldo OTS. Escuche la información.</p>
<p>Bấm số 4 để kiểm tra các số điện thoại được phép gọi. Lắng nghe thông tin.</p>	<p>若要检查许可电话号码,请按 4。然后听听有关讯息。</p>	<p>Pulse 4 para comprobar los números de teléfono permitidos. Escuche la información.</p>
<p>Bấm số 5 để đổi PIN. Lắng nghe thông tin và làm theo chỉ dẫn.</p>	<p>若要更改PIN密码,请按5。听听有关讯息,然后遵照提示。</p>	<p>Pulse 5 para cambiar su PIN. Escuche la información y siga las instrucciones.</p>
<p>Vietnamese</p>	<p>Simplified Chinese</p>	<p>Spanish</p>



Offender Telephone System (OTS)

Follow these steps to make a call:

1. Enter your MIN 2. Enter your PIN

<p>To make a personal/legal call</p>		<p>Press button 1 Listen to the information and follow the prompts Your time starts when the call has been connected You cannot make another call for 10 minutes after this call</p>	<p>若要致電個人/律師電話，請按1。聽聽有關訊息，然後遵照提示。在電話接通後開始計時。在此電話之後的10分鐘，你不可以再打另一個電話。</p>
<p>To make a free call on the CADL system</p>		<p>Press button 2 Listen to the information and follow the prompts *</p>	<p>若要致電CADL系統*的免費電話，請按2。聽聽有關訊息，然後遵照提示。</p>
<p>To check your OTS balance</p>		<p>Press button 3 Listen to the information</p>	<p>若要檢查OTS餘額，請按3。然後聽聽有關訊息。</p>
<p>To check your permitted phone numbers</p>		<p>Press button 4 Listen to the information</p>	<p>若要檢查許可電話號碼，請按4。然後聽聽有關訊息。</p>
<p>To change your PIN</p>		<p>Press button 5 Listen to the information and follow the prompts</p>	<p>若要更改PIN密碼，請按5。聽聽有關訊息，然後遵照提示。</p> <p style="text-align: right;">Traditional Chinese</p>

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When you hear

- ◀ FIRST BEEP you have **40** seconds left
- ◀ SECOND BEEP you have **20** seconds left
- ◀ THIRD BEEP you have **10** seconds left

<p>Pritisnite tipku 1 za osobni/pravni poziv. Slušajte informacije i slijedite upute. Vrijeme se računa od trenutka kada je uspostavljena veza. Ne možete uputiti novi poziv u narednih 10 minuta nakon tog poziva.</p>	<p>Tekan angka 1 untuk melakukan panggilan telepon pribadi/hukum. Dengarkanlah informasinya dan ikuti petunjuknya. Waktu Anda dimulai ketika panggilan telepon telah tersambung. Anda tidak dapat melakukan panggilan telepon lagi selama 10 menit setelah telepon ini.</p>	<p>ចុចប៊ូតុង 1 ដើម្បីធ្វើការហៅផ្ទាល់ខ្លួន/សេចក្តីប្រាប់។ ស្តាប់ព័ត៌មាន ហើយធ្វើតាមការណែនាំ។ ពេលវេលារបស់អ្នកចាប់ផ្តើម នៅពេលការហៅត្រូវបានភ្ជាប់។ អ្នកមិនអាចធ្វើការហៅទូរស័ព្ទមួយទៀតបានឡើយរហូតដល់១០នាទីក្រោយមក បន្ទាប់ពីការហៅនេះ។</p>
<p>Pritisnite tipku 2 za besplatni poziv putem CADL sustava*. Slušajte informacije i slijedite upute.</p>	<p>Tekan angka 2 untuk menelepon gratis pada sistem CADL* (Daftar Panggilan Otomatis Umum). Dengarkanlah informasinya dan ikutilah petunjuknya.</p>	<p>ចុចប៊ូតុង 2 ដើម្បីធ្វើការហៅឥតគិតថ្លៃនៅលើប្រព័ន្ធ CADL*។ ស្តាប់ព័ត៌មាន ហើយធ្វើតាមការណែនាំ។</p>
<p>Pritisnite tipku 3 za provjeru svog OTS salda. Slušajte informacije.</p>	<p>Tekan angka 3 untuk memeriksa saldo OTS Anda. Dengarkanlah informasinya.</p>	<p>ចុចប៊ូតុង 3 ដើម្បីពិនិត្យសមតុល្យ OTS របស់អ្នក។ ស្តាប់ព័ត៌មាន។</p>
<p>Pritisnite tipku 4 za provjeru dopuštenih telefonskih brojeva. Slušajte informacije.</p>	<p>Tekan angka 4 untuk memeriksa nomor-nomor telepon Anda yang diizinkan. Dengarkanlah informasinya.</p>	<p>ចុចប៊ូតុង 4 ដើម្បីពិនិត្យលេខទូរស័ព្ទដែលបានអនុញ្ញាតរបស់អ្នក។ ស្តាប់ព័ត៌មាន។</p>
<p>Pritisnite tipku 5 za promjenu svog PIN-a. Slušajte informacije i slijedite upute.</p>	<p>Tekan angka 5 untuk mengganti PIN Anda. Dengarkanlah informasinya dan ikutilah petunjuknya.</p>	<p>ចុចប៊ូតុង 5 ដើម្បីប្តូរលេខសម្ងាត់របស់អ្នក។ ស្តាប់ព័ត៌មាន ហើយធ្វើតាមការណែនាំ។</p>
Croatian	Indonesian	Khmer



Offender Telephone System (OTS)

Follow these steps to make a call:

1. Enter your MIN 2. Enter your PIN

<p>To make a personal/legal call</p>		<p>Press button 1 Listen to the information and follow the prompts Your time starts when the call has been connected You cannot make another call for 10 minutes after this call</p>	<p>사적인 통화나 변호사와 통화를 하려면, 1번 버튼을 눌러 주십시오. 안내 사항을 듣고 지시에 따라 주십시오. 통화가 연결될 때부터 여러분의 시간이 시작됩니다. 이 통화가 끝난 후, 10분이 지나야 다른 곳에 통화할 수 있습니다.</p>
<p>To make a free call on the CADL system</p>		<p>Press button 2 Listen to the information and follow the prompts *</p>	<p>CADL 시스템*에 있는 무료 전화를 하시려면 2번 버튼을 눌러 주십시오. 안내 사항을 듣고 지시에 따라 주십시오.</p>
<p>To check your OTS balance</p>		<p>Press button 3 Listen to the information</p>	<p>OTS 잔액을 확인하려면, 3번 버튼을 눌러 주십시오. 안내 사항을 들어 주십시오.</p>
<p>To check your permitted phone numbers</p>		<p>Press button 4 Listen to the information</p>	<p>통화가능한 전화번호들을 확인하려면, 4번 버튼을 눌러 주십시오. 안내 사항을 들어 주십시오.</p>
<p>To change your PIN</p>		<p>Press button 5 Listen to the information and follow the prompts</p>	<p>비밀번호 (PIN)를 변경하려면, 5번 버튼을 눌러 주십시오. 안내 사항을 듣고 지시에 따라 주십시오.</p>

Korean

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- ▶ THIRD BEEP you have **10** seconds left

<p>Притисните дугме 1 да обавите лични/правни позив. Слушајте информације и пратите упутства. Време почиње када је позив повезан. Не можете да упутите још један позив 10 минута након овог позива.</p>	<p>กดปุ่ม 1 เพื่อโทรส่วนตัว/ กฎหมาย ฟังข้อมูลแล้วทำตามprompt เวลาของท่านจะเริ่มขึ้นเมื่อสายของท่านต่อติดแล้ว หลังจากโทรครั้งนี้แล้ว ท่านจะโทรอีกไม่ได้ภายใน 10 นาที</p>	<p>Özel veya hukuki bir arama yapıyorsanız 1. tuşa basın. Verilen bilgileri dinleyip istekleri takip edin. Zamanınız telefon bağlı olduğu an başlamıştır. Bu aramadan sonra 10 dakika geçmeden başka bir arama yapamazsınız.</p>
<p>Притисните дугме 2 за бесплатан позив на CADL систему*. Слушајте информације и пратите упутства.</p>	<p>กดปุ่ม 2 เพื่อโทรฟรีตามระบบ CADL* ฟังข้อมูลแล้วทำตามprompt</p>	<p>CADL sistemine* ücretsiz arama yapmak için 2. tuşa basın. Verilen bilgileri dinleyip istekleri takip edin.</p>
<p>Притисните дугме 3 да бисте проверили свој OTS биланс. Слушајте информације.</p>	<p>กดปุ่ม 3 เพื่อตรวจสอบยอดคงเหลือ OTS ของท่าน ฟังข้อความ</p>	<p>OTS balancınızı duymak istiyorsanız 3. tuşa basın. Verilen bilgiyi dinleyin.</p>
<p>Притисните дугме 4 да бисте проверили дозвољене бројеве телефона. Слушајте информације.</p>	<p>กดปุ่ม 4 เพื่อตรวจสอบหมายเลขโทรศัพท์ที่ได้รับอนุมัติของท่าน ฟังข้อความ</p>	<p>Onaylanmış numaralarınızı duymak istiyorsanız 4. tuşa basın. Verilen bilgiyi dinleyin.</p>
<p>Притисните дугме 5 да бисте променили свој PIN. Слушајте информације и пратите упутства.</p>	<p>กดปุ่ม 5 เพื่อเปลี่ยน PIN ของท่าน ฟังข้อความแล้วทำตามprompt</p>	<p>PIN (şifre) kodunuzu değiştirmek istiyorsanız 5. tuşa basın. Verilen bilgileri dinleyip istekleri takip edin.</p>
<p>Serbian</p>	<p>Thai</p>	<p>Turkish</p>

CADL Common Auto Dial List (free calls)

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

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

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



Please note that this information may change and you should always check at your centre for the most up-to-date information available.



Language card

English

Please indicate which language you speak, so that we can arrange an interpreter to help you communicate.

Mandarin/简体中文

请说明您说哪种语言，这样我们就能安排翻译帮助您沟通。

Tamil/தமிழ்

தயவுசெய்து தாங்கள் பேசும் மொழி எதுவென அறியத் தந்தால், நாம் எமக்கு உதவும் வகையில் ஒரு மொழிபெயர்ப்பாளரைப் பெற்றுக் கொள்ள முயற்சிப்போம்.

Korean/한국어

어떤 언어를 사용하시는지 알려주십시오. 그러면 저희가 귀하의 의사소통을 도와드릴 통역사를 주선할 수 있습니다.

Cantonese/廣東話

請說明您所講的語言，以便我們安排口譯員協助您溝通。

Spanish/Español

Por favor indique el idioma que usted habla, para organizar un intérprete que le ayudará a comunicarse.

Turkish/Türkçe

Hangi dili konuştüğünüzü belirtin, böylece iletişimde bulunabilmeniz için size bir tercüman ayarlayabilelim.

Myanmar Language (alt Burmese)/မြန်မာ

ကျေးဇူးပြု၍ သင် မည်သည့်ဘာသာစကားပြောသည်ကို ပြောပြပါ။ ကျွန်ုပ်တို့ကိုကူညီရန် စကားပြန်တစ်ဦး ရအောင်ရှာပါမည်။

Greek/Ελληνικά

Παρακαλούμε αναφέρετε ποια γλώσσα ομιλείτε, ώστε να μπορέσουμε να κανονίσουμε ένα διερμηνέα να σας βοηθήσει να επικοινωνήσετε.

Somali/Soomaali

Fadlan tilmaan luuqadaad ku hadashid, si aan kuugu soo balamino turjumaan kaa caawiya wada hadalka.

Italian/Italiano

Sei pregato di indicare la lingua da te parlata, affinché si possa organizzare il servizio di un interprete che ti aiuti a comunicare.

Nepali/नेपाली

कृपया तपाईं कुन भाषा बोल्नुहुन्छ जनाउनुहोला, तसर्थ हामीले तपाईंलाई संग कुराकानी गर्न मद्दत गर्नकोलागि दोभाषेको व्यवस्था गर्न सक्नेछौं।

Karen/ကဏ္ဍ်

ဝဲသးစူပဲဒ်ဖျါထီၣ်လၢနကတိၣ်တိုၣ်လဲၣ်တခါလဲၣ်ဒီးပကယုန့ၣ်န့ၣ်ပုၤတိုၣ်ထံတၢ်ဖိတဂလၢကတၢၤပုၤဆဂီၢ်လီၤ.

Serbian/Српски

Молимо вас да назначите који језик говорите да бисмо могли да ангажујемо преводиоца који ће вам помоћи да комуницирате.

Russian/Русский

Укажите, на каком языке вы говорите, и мы предоставим вам переводчика.

Thai/ภาษาไทย

กรุณาแจ้งภาษาที่คุณใช้สนทนา เราสามารถจัดหาล่ามมาช่วยคุณในการสื่อสารได้

Khmer/ខ្មែរ

សូមបញ្ជាក់ប្រាប់នូវភាសាណាមួយដែលលោកអ្នកនិយាយ ធ្វើឲ្យច្រើនឲ្យយើងអាចរៀបចំអ្នកបកប្រែភាសាមួយរួម ដើម្បីជួយលោកអ្នកក្នុងការត្រៀមឲ្យបានល្អបំផុត។

Japanese/日本語

スムーズにコミュニケーションを取ることができるようにこちらで通訳を手配することができますので、どの言語を話すかをお知らせ下さい。

Bosnian/Bosanski

Molimo vas da navedete kojim jezikom govorite, tako da vam možemo organizirati prevodioca koji će vam pomoći u razgovoru.

Croatian/Hrvatski

Molimo navedite koji jezik govorite tako da možemo organizirati tumača koji će vam pomoći u komuniciranju.

Macedonian/Македонски

Ве молиме назначете кој јазик го зборувате, за да можеме да ангажираме преведувач да ви помогне во комуницирањето.

Polish/Polski

Prosimy wskazać język, w którym rozmawiasz, abyśmy mogli zorganizować ustnego tłumacza do pomocy w porozumieniu się.

Tigrinya/ትግርኛ

በጃንኡም ኣይኑ ቋንቋ ከምትዛረቡ ግለጹ ኣገፐ ከትዛረቡ ኣንከሉ ኣገዝ ንምርክብ ኣስተርጓሚ ከነዳልዉ ንኹእል ኢና።

Vietnamese/Việt ngữ

Xin cho biết quý vị nói ngôn ngữ nào để chúng tôi sắp xếp thông dịch viên giúp quý vị nói chuyện.

عربي/Arabic

يرجى الإشارة إلى اللغة التي تتكلمها وسنحاول الحصول على مترجم لمساعدتك على التواصل.

فارسی/Farsi(alt Persian)

لطفاً نشان دهید به کدام زبان صحبت می کنید تا ما بتوانیم یک مترجم شفاهی بگیریم که به شما کمک کند ارتباط برقرار نماید.

هزاره/Hazaragi

مهرباني كده نشوون پښتن كچه شمو كده كوم زبون توره موكين ومو كوشش منيم تا يگون ترجمان ره بلدى كومك شمو ده دست بياريم

دري/Dari

لطفاً معلوم نماييد به چه زباني صحبت مي كنيد و ما كوشش مي كنيم براي كمك به شما ترجمان بگيريم.

پښتو/Pashto

مهرباني وكړی څرگنده كړی چې په كومه ژبه خبری كوی ، ترڅو موږ وكولاى شوډ يو ژباړونكي يا ترجمان بندوبست وكړو چې تاسو سره په مفاهمی یا خبرو اترو کی مرسته وكړي.

Index

Aboriginal	10, 11, 14, 18, 19, 25, 39, 40, 41, 42, 55, 56, 64, 75, 83, 106, 107
Aboriginal Chronic Care Program.....	64
Aboriginal Counsellor/Worker	64
Aboriginal Delegate.....	10, 14
Aboriginal Legal Access Service	42
Aboriginal Legal Service.....	18, 39, 40, 56, 106, 107
Aboriginal Medical Service	56, 64
Aboriginal Strategy and Policy Unit (ASPU)	55
Acceptable Person/Surety	42, 43, 44, 45
ACSO (Aboriginal Client Services Officer)	56
Addiction	14, 17, 56, 64, 73, 88
Adult education	76
Adult Nucleus (Nuke)	76
Aged Care Assessment Teams (ACAT)	69
Ageing, Disability and Home Care.....	26
Alcohol & Drug Information Service (ADIS)	82, 107
Alcoholics Anonymous (AA)	82, 87
AOD (Alcohol and Other Drugs)	10, 63, 67, 83, 86
Appeal.....	17, 25, 45, 46, 47, 48, 52, 79, 84
Approved Counselling Service	67
Autism spectrum disorders	69
AVL (Audio Visual Link)	10
AVO.....	40, 41, 42, 89
Bail.....	11, 16, 40, 42, 43, 44, 45, 87, 106
Bolwara Transitional Centre	83, 94
Box visit.....	10
BPAY	52
Brush Farm Academy	80
Business Administration course	80
Business Services - Customer Contact Certificate II	80
Buy-ups (in centre purchases)	10, 22, 38, 50, 51, 52, 53, 60, 62
CADL (Common Auto Dial List)..	10, 20, 21, 25, 27, 36, 37, 39, 40, 41, 62, 63, 67, 91, 93, 106
CALD (Cultural and Linguistic Diversity).....	10
Care Navigator	67
Case conference	10
Case file	31
Case Management Unit (CMU)	18, 30, 31
Case officer (case management officer, CMO)	20, 30, 31, 37, 60, 67, 69, 81, 90
Case plan.....	7, 18, 28, 29, 30, 31, 72, 73, 83, 85

Cash account.....	52
Cell alarm (knock-up button).....	11, 24
Centrelink.....	16, 24, 25, 26, 34, 39, 82, 85, 106
Certificate IV.....	80
Chaplain.....	21, 30, 52, 53
Children.....	5, 14, 17, 18, 20, 33, 35, 40, 41, 57, 71, 73, 83, 84, 85, 87, 106, 107
Children's all day visits.....	33
Children's Court.....	17
Citizen.....	20, 55
Classification.....	10, 28, 31, 81
Classification Placement Team.....	31
Classo.....	10
Clothing.....	23, 66, 88
Commissioner CSNSW.....	29, 90, 92, 93
Commonwealth Attorney General.....	49
Community Corrections.....	11, 19, 30, 49, 56, 58, 70, 82, 85, 86
Community Corrections officer.....	31, 49, 56, 58, 82, 85, 86
Community Housing.....	25
Community Language Allowance Scheme (CLAS).....	54
Compendium programs.....	72
Complaints.....	11, 27, 31, 42, 63, 90, 91, 92, 93, 106, 107
Computers.....	76, 78
Connections program.....	67
Contact family and friends.....	36
Contact inmates in other prisons.....	38
Contraband.....	10, 12, 22, 33, 35
Correctional centre addresses.....	94
Correctional centre offence.....	21
Correctional officer.....	5, 10, 14, 18, 31
Corrective Services NSW (CSNSW).....	22, 67, 68, 80, 92
Corrective Services Support Line (CSSL).....	54, 90, 91, 106
Counselling.....	57, 63, 64, 67, 68, 83, 106
Counsellor.....	10, 21, 67
Court.....	17, 42, 43, 45, 46, 47, 48, 49, 70
Court Costs Levy (CCL).....	48
Court of Criminal Appeal.....	46, 47, 48
CRC (Community Restorative Centre).....	32, 56, 57, 71, 86, 87, 89
Crimes (Administration of Sentences) Act 1999.....	77
CSI (Corrective Services Industries).....	77, 80, 81
Custodial Operations Policy and Procedures Manual.....	51
Deaf Society.....	69
Dementia.....	69

Dentists	62, 106
Department of Home Affairs	55, 84, 106
Depression	25
Diabetes	25
Dietary needs	52
Diet vegetarian.....	52
Dillwynia	34, 40, 67, 94, 99, 107
Disability	11, 26, 42, 69, 70
Disability Support Pension	26
District Court	17, 45
Domestic violence	39, 41, 67, 83, 89, 107
Domestic Violence Legal Advice Service.....	41
Dress for Success Sydney.....	58
Driver Knowledge Test.....	77
Drug and Alcohol Multicultural Education Centre (DAMEC)	55, 82
Dry-clean.....	24
Education.....	13, 16, 17, 18, 29, 30, 39, 40, 41, 55, 56, 64, 67, 72, 76, 77, 82, 83, 86
Employment	13, 16, 23, 42, 58, 67, 75, 76, 81, 83, 84, 86
Employment Plus program	83
Employment Portal (EESP).....	81
Emu Plains CC	40, 73, 83, 94, 99, 107
Enough is Enough	67
EQUIPS.....	72, 73
ESL (English as a Second Language).....	55
Exit Checklist.....	49, 75, 82
Extended Reintegration Service (ERS)	86
FACS (Family and Community Services).....	17, 33, 71
Families Handbook.....	32
Family and civil issues.....	39, 40, 106
Family-Friendly Mental Health Service (FFMHS)	63
Family Video Contact.....	10, 34, 35
Financial assistance.....	39
Fincol	66
Foundation Skills Programs	76
Free calls	20, 36, 106
Gamblers Anonymous (GA)	82
Governor	10, 23, 29, 31, 33, 35, 37, 38, 43, 50, 91, 92
Guide Dogs NSW	69
Guthrie House	87, 88
Head sentence	10
Health Care Complaints Commission.....	63, 93, 107
Health Care Complaints Commission Inquiry Line.....	63, 107

Health Care Interpreter Service	62
Health Survival Tips	26
Heart	25, 88
Hepatitis	64, 67, 106
Hep B.....	64, 66
Hep C.....	62, 64, 66, 67
Hep C Helpline	62
High Intensity Program Units (HIPUs).....	75
Hijab.....	23
HIV	64, 66
Horticulture.....	80
Hospitality.....	80
Housing.....	16, 25, 26, 39, 40, 55, 75, 82, 83, 88, 106, 107
Housing NSW.....	24, 25, 107
Hygiene	12, 23, 52, 64
ICAC (Independent Commission Against Corruption).....	37, 93, 106
ICO (Interim Care Order)	17
ID	14, 16, 22, 32, 75, 85
IDATP (Intensive Drug and Alcohol Treatment Program)	67
IDC (Inmate Development Committee).....	10, 14
Indigenous Women’s Legal Service.....	41
Induction	26, 27, 28
Initial Transitional Service (ITS) (Initial Transitional Support)	85
Inmate Accounts System.....	48
Inmate Request Form	31, 90
Intake	15
International Transfer of Prisoners Scheme	55
Interpreter.....	14, 19, 20, 54, 62
Intersex	19
Jacaranda Cottages	73, 74
Jailbreak.....	57
Jewellery	50
Justice Health & Forensic Mental Health (JH&FMH)	16, 25, 26, 61, 62, 63, 64, 67, 69, 83, 85, 88, 93, 106
Justice Health Patient Health Enquiry Hotline.....	62
Knock-up button	11, 24
Language card	108
Language & cultural services	54
Lawyer	10, 17, 40, 46, 47, 48, 89
LEAP (Legal Education & Advice).....	17, 39, 40, 48
Legal Aid	17, 38, 39, 43, 46, 47, 48, 106
Legal Aid Review Committee (LARC)	46

Legal Information Portal.....	39
Legal interviews.....	20, 54
Legal papers.....	33, 51
Legal services.....	20, 39, 40, 89
Legal visits.....	10, 34, 35, 39
Let go.....	11
Library.....	51, 59, 77, 80
Local Court.....	43, 45, 48, 49
Long Bay Correctional Complex.....	63, 97, 99
Lou's Place.....	88, 89
LSIR.....	83
Magistrate.....	17, 43
Mail.....	22, 28, 38, 94, 96
Manager of Security.....	91
Map of Correctional Centre locations.....	98
Mary Wade CC.....	40, 94, 99, 107
Medical complaints.....	93
Medical consultations.....	20
Medicare.....	27, 82, 85
Medication.....	14, 21, 22, 25, 51, 61, 62
Mental health.....	25, 61, 62, 63, 85, 86, 93, 106
Mental Health Hotline.....	62, 63, 93, 106
Mental health nurse.....	63
Methadone (biodone)/ buprenorphine.....	64, 67, 83, 85, 88
MIN (Master Index Number).....	11, 16, 20, 22, 36, 91, 106
Miranda Project.....	89
Miruma.....	86, 94
Mobile phones.....	10, 22, 35
MOSP (Manager of Services and Programs).....	11, 19, 49
Mothering at a Distance.....	73
Mothers & Children's Program.....	18, 73, 84
MRRC (Metropolitan Remand and Reception Centre).....	11, 97, 99
Muster.....	11, 22
Narcotics Anonymous (NA).....	82, 87
NDIS (National Disability Insurance Scheme).....	26, 69
Next of kin.....	20
NEXUS.....	28, 49, 74, 82
Nicotine lozenges.....	21
Notice of Intention to Appeal (NIA).....	45, 46, 47
NSW Health.....	61, 70
NSW Mental Health Line.....	62, 63, 106
NSW Trustee & Guardian.....	26

Nurse in Charge	93
Nursing Unit Manager (NUM)	93
Offender Telephone System (OTS)	100
Official Visitor	11, 27, 35, 37, 90, 92
Ombudsman	37, 38, 90, 92, 93, 106
Optometry	62
Orientation	27
OS&P (Offender Services and Programs) ..	10, 11, 18, 21, 24, 26, 55, 64, 67, 68, 71, 72, 73, 82, 85, 91
Out of the Dark	74
Overseas and long distance calls	37
Parenting	41, 57, 73, 86
Parole	11, 19, 40, 48, 49, 59, 79, 87, 106
Parole order	49
Parramatta Transitional Centre	73, 83, 84
Pension	26, 34
Phone calls	10, 15, 16, 28, 36, 37, 90
Photo ID	32
Placement	14, 17, 28, 29, 31, 55, 70
Planning Your Release: Exit Checklist (NEXUS)	49, 75, 82
Police	35, 39, 40, 42, 93
Pregnant	20, 65, 74, 85
Pre-natal and post-natal	25
Prescribed property	11
Prisoners Legal Service (PLS)	40
Prison Fellowship Australia	53
Prison Legal Service	55
Privacy and confidentiality	26
Privileges	32, 33, 35, 37, 60
Professional or special visits	35
Programs ...	14, 16, 18, 19, 28, 30, 31, 35, 49, 55, 58, 64, 68, 70, 72, 73, 74, 75, 76, 79, 80, 83, 84, 88
Property	11, 13, 15, 20, 23, 24, 25, 33, 38, 45, 50, 51, 53, 75
Psychiatrist	61, 63
Psychologist	63, 68, 69
RAPO (Regional Aboriginal Project Officer)	11, 18, 56
Reception	11, 14, 18
Redfern Aboriginal Medical Service	56
Rehabilitation	40, 43, 75
Religion and Chaplaincy Services	52, 53
Religious items	50, 53
Remand	16, 29, 36, 72, 73, 76, 79

Restorative Justice	58, 59
Revenue NSW	17, 39, 80, 107
Rights	12, 16, 20
Risk Intervention Team (RIT)	26
RUSH	73
SAPO (Services & Programs Officer)	11, 16, 18, 20, 40, 67, 69, 75, 76
Screening	15, 16, 17, 26, 27, 29, 80
SDS	11, 26, 69, 70
Search	9, 15, 22, 35
Security	10, 11, 13, 19, 27, 28, 29, 35, 38, 50, 73, 94
Security/surety/guarantee/acceptable person	43, 45
Segregation	11, 27
Segro	11, 27
Senior officer	31, 43, 60, 90, 91
Sentencing	16, 46
Service Plan	17, 31
Services and programs	16, 18, 19, 28, 75
Sexual assault	39, 40, 41, 107
SHINE for Kids	33, 57, 71
Silverwater Women's CC	40, 94, 99, 107
SMAP	11
SMART Recovery	82
Smoking	10, 21, 80, 106
Solicitor	20, 46, 47
SORC (Serious Offenders Review Council)	11, 69
Special consideration	33
Special dietary requirements	15
Specialist doctors	62, 63
Special Management	11, 19
State Parole Authority (SPA)	31, 49, 69, 71, 93
Statewide Disability Services (SDS)	11, 69
Storage	15, 51
Stress	21
Strip search	22
Supreme Court	43, 46
Surety	43, 44
TAFE Aboriginal Education and Training Unit	56
Telemarketing	80
Telephone Interpreter Service (TIS)	20, 54
Tenants Advice and Advocacy Service	25, 106
Tertiary (Distance) Education	77
Torres Strait Islander	18, 41, 55, 56, 106

Traineeships	80
Training.....	13, 16, 30, 62, 77, 80
Transfer	25, 35, 36, 40, 51, 52, 76, 106
Transgender	11, 19, 23, 53
Transitional, residential, drop-in, help centres and programs.....	83
Travel & Accommodation Assistance	34
Trial.....	16, 46, 47
TTY phones.....	71
Unemployment.....	34, 56
Urinalysis	55, 59, 88
Victims Compensation Scheme	40
Victims support	40
Victims' Support Levy (VSL).....	48
VIN (Visitor Identification Number).....	11, 32, 52
Violent Offenders Therapeutic Program (VOTP).....	75
Visa	20, 55
Vision Australia	69
Visiting a Correctional Centre.....	32, 55
Visits.....	10, 11, 12, 22, 24, 27, 28, 32, 33, 34, 35, 37, 39, 41, 50, 51, 52, 57, 60, 71, 90, 92
Vocational Training Programs.....	77
Wages.....	80
Watch.....	50
Welfare officer.....	11, 20, 67, 75
Wellington CC	41, 95, 97, 99, 107
Western Sydney Community Legal Centre.....	40
Wing officer	20, 31, 35, 52, 53, 90
Wurringa Baiya Aboriginal Women's Legal Centre	40, 41, 107
Women's Domestic Violence Court Advocacy Service	42
Women's Justice Network (WJN).....	57, 58
Women's Legal Service NSW (WLS)	20, 40, 41
Work Development Orders (WDOs).....	80, 89
Work Readiness Program	80
Work Release Program.....	81
Yallul Kaliarna	67, 68
Young Offenders Program	75

Notes

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