inmate handbook
Inmate Development Committee

IDC

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

Knock Up Buttons

Mainstream... general area of the gaol

Mainstream

NESB... refers to someone from a non-English speaking background

Nesb

NUM... Nursing Unit Manager

NUM

OV... Offical Visitor – members of the public who receive inquiries and complaints from inmates

OV

RIT... Risk Intervention Team

RIT

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

Security

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

Surety

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

TIS

TAFE... Technical and Further Education

TAFE

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

Transgender

VCL... Victims Compensation Levy

VCL

VJ... Visiting Justices are magistrates who hear cases of inmates breaching serious rules in a correctional centre

VJ

VOTP... Violent Offenders Therapeutic Program

VOTP

Inmate Handbook

Inmate

Visits

Visits

Rights & Obligations

Rights 

Buy-Ups

Buy-Ups

Bail

Bail

Inquiries

Inquiries

Appeals

Appeals

 nä

Buy-Ups

Transfers

Transfers

Visits

Visits

Rules & Regulations

Rules & Regulations

Education

Education

Health

Health

You will need this card to get around the gaol and to get services including visits, buy ups, mail and medication. If you lose this card you will have to pay for another one.

Master Index Number, MIN

On reception you will be given a Master Index Number, which is also known as your 'MIN'. This number will be on your ID card and your other department records.

MIN

Cell alarms (“knock-up” buttons)

Cell alarms so you can get help from staff if you or your cellmate is suddenly unwell or if there is an emergency. It is important that you know how to use them well if you are unsure a member of staff will show you.

CELL

Use the alarm only for genuine situations.

Inmates have a MIN and it would be wise to memorise it, as staff will often ask for it.

MIN

Your MIN does not change even if you change centres.

MIN

Any cash will be put into a private cash account.

Cash

When you arrive you will be asked to sign out excess property.

When you arrive you will be asked to sign out excess property.

You will be asked questions to make sure your health, safety and welfare are OK.

You will be asked questions to make sure your health, safety and welfare are OK.

The reception room officers will list all the property you have with you and store it for you in the reception area.

The reception room officers will list all the property you have with you and store it for you in the reception area.

Storage space is limited so you will be asked to sign out excess property.

Storage space is limited so you will be asked to sign out excess property.

You will be given clothing and other essential toiletry items.

You will be given clothing and other essential toiletry items.

Any cash will be put into a private cash account.

Cash
28. Glossary of terms

ACSO ......................... Aboriginal Client Services Officer
AEVTI ........................ Adult Education and Vocational Training Institute
AOD ............................. alcohol and other drugs
Bluey ........................... an Inmate Application Form
Buy-ups ....................... the system for the private purchase of approved items and food for inmates
CHS .............................. Corrections Health Service
CMC .............................. Case Management Committee
CMF .............................. Case Management File
CMT .............................. Case Management Team (sometimes known as ‘classo’)
Contraband ................. any banned or unauthorized items in a correctional centre (such as money, drugs, mobile phones, weapons, and some food items, etc)
CRC .............................. Community Restorative Centre — previously “Justice Support”
CSSL ............................. Corrective Services Support Line
CTS ............................. Controlled Telephone System used in correctional centres
CUBIT ........................... sex offender therapy program
DIMIA .......................... Department of Immigration, Multicultural and Indigenous Affairs
DSU .............................. Disability Services Unit
ICAC ............................ Independent Commission Against Corruption
27. Correctional centre offences

The Crimes (Administration of Sentences) Regulation 2001 specifies correctional centre offences. A copy of this legislation is available to inmates in all correctional centre libraries. Also each centre has its own local rules which will be explained to you at the centre when you arrive. If you have any further inquiries ask your case or wing officer.

Minor correctional centre offences (for example, fail to attend muster or not comply with routine) may be dealt with by the governor or general manager of the centre.

Major correctional centre offences (for example, possession of drugs) must be adjudicated by a Visiting Justice (VJ), although the governor/general manager may also refer minor offences to the Visiting Justice (VJ).

If you have questions about any aspect of conduct and discipline, ask your case/wing officer or area manager.

Complying with the rules of the centre will enable you to progress to a lower classification and may give you access to the works release program or day/weekend leave.

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

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

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

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

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

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

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

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

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

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.
1. Coming into a correctional centre

- **Reception**
  When you arrive you will be seen by Correctional Officers in the reception area.
  - You will be asked questions to make sure your health, safety and welfare are OK
  - The reception room officers will list all the property you have with you and store it for you in the reception area
  - Storage space is limited so you will be asked to sign out excess property
  - You will be given clothing and other essential toiletry items
  - Any cash will be put into a private cash account

- **Screening**
  You will be interviewed by staff, 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.

**Inmates will be able to make contact with family within 24 hours of screening.**

- **Health screening**
  A nurse will also see you and ask about your medical situation and any problems you have. Tell the nurse if you:
  - are on any medication
  - are suffering withdrawals from alcohol or drugs
  - have any medical problems, (like diabetes or heart problems)

26. Rights and obligations

- **You have the right to expect**
  - that you will be treated with respect, impartiality, and fairness by all staff.
  - You have the obligation to treat others, both staff and inmates, in the same manner as you expect to be treated.

- **Health care**
  - You have the right to expect freedom of religious affiliation and voluntary religious worship.
  - You have the obligation to recognise and respect the rights of others in this regard.

- **Rights**
  - You have the right to expect a bed to yourself, clean linen and clothing, access to shower and laundry facilities for cleanliness.
  - It is your obligation to maintain neat and clean living quarters and clothing, and to keep a good standard of personal hygiene. It is also your responsibility to maintain shower/laundry facilities in a clean and tidy manner.

- **Rights**
  - You may expect health care, including nutritious meals, regular exercise and dental treatment.
  - It is your obligation to seek medical and dental care as you need it, use the facilities for exercise, avoid the use of harmful substances and not to waste food.
25. Victims' Compensation Levy (VCL)

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

The court will calculate the VCL as follows:

- Local Court: $30.00 each conviction
- District Court: $70.00 each conviction

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

■ Induction
You will also attend information sessions over the next few days that will answer some of the questions you may have. This is known as the induction. Examples of some of the information you will be given during the induction include:
  - visits
  - rules
  - programs available
  - work opportunities

■ Identification cards
On reception you will be given an Identification (ID) Card. This card is important and you must carry it at all times. You will need this card to get around the gaol and to get services including visits, buy ups, mail and medication. If you lose this card you will have to pay for another one.

■ Master Index Number, MIN
On reception you will be given a Master Index Number, which is also known as your 'MIN'. This number will be on your ID card and all other department records. All inmates have a MIN and it would be wise to memorise it, as staff will often ask for it. Your MIN does not change even if you change centres.

■ Inmate support groups
A number of correctional centres have inmate groups who provide support and advice about gaol life for new inmates. At your first case management team meeting you will be advised about these groups and how to make contact with them. Your case/wing officer will also let you know about local inmate support groups.

■ Inmate Development Committees (IDC)
The IDC is an elected body of inmates in each correctional centre which meets regularly with the governor and other managers to discuss and resolve issues and problems. The IDC can try to work through issues so as to avoid conflicts in correctional centres.
Each centre has administrative staff that deal with your warrants. If you have an inquiry about your sentence or release date, see your case/wing officer who will contact the administrative officer.

You may also ask the case management team about your sentence details at your case review as they will have a copy of your warrant at this time. There is more information about case management on page 27.

Special Management
This used to be called Protection, now it’s called Special Management. What it means is that sometimes, for your own safety, you can ask to have limited association with other inmates. This may be because of the nature of your charges or that you are worried about meeting up with particular inmates. You may also be placed into protective custody because staff members believe you could be at risk in the mainstream part of the gaol.

However, you shouldn’t go into protective custody unless it’s really necessary because it’s hard to rejoin the mainstream once you’ve been on protection.

And, you will have fewer choices in terms of centres you can go to when you’re on protection.

You should let the staff know if you have problems associating with other inmates or if you don’t feel safe.

Clothing
On reception you will be given approved clothing. These items include underwear, outer clothing, shoes and toiletries.

Transgender inmates will be given clothes for their chosen gender.

Any items you are given are your responsibility until you are released. You cannot swap or give your property to other inmates.

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

Use the alarm only for urgent situations.
2. Visits

At some centres visits must be booked. You should be given details about visits in your centre when you attend induction. If you still have questions, ask your case/wing officer.

Your visitors should contact the centre before coming as:
- visits are sometimes cancelled without notice
- you may have been moved to another centre
- there may be restrictions on visitors under the age of 18 years
- the length of your visit may be limited

Your visitors are required to produce ID when they come to visit you (such as a passport, drivers license or health care card). Further information for visitors should be available in the visits area of the correctional centres.

- Visitors under 18 years
In some centres you have to apply for children to visit. It is always advisable for your visitors to contact the centre before bringing any children on a visit in the event of any restrictions.

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

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

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

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

Mental Health Hotline
toll-free: 1 800 222 472

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

Health Care Complaints Commission
(02) 9219-7444
(ask for the Patient Support Officer)
Professional visits

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

Special visits may be arranged through the governor or general manager for consular representatives or staff of international organisations.

Special visits like these do not count as a visit from family or friends.

If you need help getting visitors to come to your centre, ask services and programs staff.
3. Contacting family and friends

- Telephone calls
  You are allowed to make a certain number of free telephone calls:
  - unconvicted inmates: 3 local calls ($1.20/week)
  - convicted inmates: 1 local call ($0.40/week)

You can set up your own telephone account by filling in an Inmate Telephone Account Allocation Form (available from your case/wing officer). This allows you to have a limited number of people's phone numbers put into the telephone system. It allows these phone numbers to be connected to your MIN, and a 4 digit personal identification number (PIN) so that other inmates can't make calls using your account. The phone system used in correctional centres is known as CTS (Control Telephone System).

You pay for your calls, and there is no limit to the amount of calls that you can make at your expense. Each call is limited to 6 minutes, and you won't be able to make another call for ten minutes. This gives other inmates an equal opportunity to make calls.

Your phone calls may be monitored to make sure you are not doing anything illegal over the phone.

However, calls to:
- your legal representative
- the Official Visitor
- the ICAC
- the Ombudsman...

...will not be monitored.

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

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

Overseas and long distance calls and are required to resolve problems by speaking to the governor and other staff. OVs provide quarterly reports to the Commissioner and 6-monthly reports to the Minister. If you wish to speak to the OV, ask your case/wing officer to make an appointment for you.

- The NSW Ombudsman
  The Ombudsman can investigate conduct that may be:
  - illegal
  - unreasonable
  - unjust or oppressive
  - improperly discriminatory
  - based on improper motives or irrelevant grounds
  - based on a mistake of law or fact
  - is otherwise wrong

The Ombudsman can't review decisions made by courts, ministers, or the Parole Board. The Ombudsman can refer matters on to the police or the Independent Commission Against Corruption (ICAC).

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

- Medical complaints
  Complaints about medical or dental issues should first be directed to the Nursing Unit Manager (NUM) at your centre. If the NUM cannot resolve your problem then you may contact the Chief Executive Officer of the Corrections Health Service:

  (02) 9289-2970 (ask for the CHS Patient Liaison Officer).
  Or write to:
  Chief Executive Officer
  Corrections Health Service
  PO Box 150
  MATRAVILLE NSW 203

  NSW Ombudsman (02) 9286-1000
  toll-free: 1 800 451 524
  NSW Ombudsman
  Level 24
  580 George Street
  SYDNEY NSW 2000

  NOTE:
  In most correctional centres the telephone number of the NSW Ombudsman has been programmed so that you only need to press a speed-dial number. Check at your centre. These calls are free and in addition to your regular call entitlement.
can be made by reverse charge if the person being called agrees to accept the call. If the person does not agree then you must seek the permission of the governor to make the call and then pay for the call yourself.

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

### Mail sent to you

There is no limit to the number of letters and parcels you can receive, but remember, parcels need to be approved, and there are limits on the amount of personal property you can keep. Letters and parcels are opened and inspected for contraband, which includes things like money and cheques. Letters are read only if the governor thinks that they may affect the security of the centre. Extra thick cards, cards with electronic chips and letters with stickers will not be accepted.

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

If the governor thinks that a sealed letter or parcel may contain contraband, or affect the security of the gaol, he/she may require that you open the sealed letter or parcel in his/her presence. If it is found to contain contraband items, it may be taken away by officers as evidence.

#### Mail you send

There is no limit on the number of letters you can send. However, you must pay for this outgoing mail. If you have no money, the department will pay for you to send up to two letters per week.

You must write the name and address of the person you are sending the letter to on the front. You must write your name on the back but do not write your MIN or the address of the correctional centre so that the privacy of your family and friends will be protected.

**Stamped envelopes can be purchased at your centre.**

#### Contact with inmates in other centres

The department will pay for you to send a letter to an inmate in another correctional centre. You will be given a plain envelope and you must write the name and MIN and the address of the inmate you are writing to on the front of the envelope.

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

If you have lodged a matter with the CSSL and are then transferred to another centre without access to the CSSL, you should contact your case/wing officer or a member of the Services and Programs Staff in your new centre. They will arrange for you to make a follow-up call to the CSSL.

The CSSL will not accept anonymous telephone calls. You will need to identify yourself. The CSSL is not able to overturn a decision given to you by a correctional officer or the governor, or any other departmental staff member.

#### Taking it further...

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

#### Official Visitors (OVs)

OVs are members of the public appointed by the Minister for Corrective Services to provide an outlet for inquiries and complaints from both staff and inmates. Generally, OVIs are expected to visit centres on a fortnightly basis. OVIs do not have any powers to investigate...
23. Inquiries, requests and applications

While you are in custody, you may want to:
• inquire about the department’s administration
• request certain information
• apply to do something
• complain about something

The Four Steps

■ **Step 1: See your Wing Officer, Unit Officer or Case Officer**
Your case/wing officer can answer many of your concerns or interests, in the first instance. Some of your inquiries might have to be referred on to others, and might take a few days or longer for you to get an answer. You may also be asked to fill in a form.

■ **Step 2: Fill in a form**
  - the Inmate Request Form is white-coloured
  - the Inmate Application/Statement Form is blue-coloured and is known as “a bluey”

All written requests, inquiries and complaints are entered into a register, which is checked once a week by the area manager.

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

■ **Step 3: See your Area Manager**
Some inquiries, requests and complaints have to be referred to the area manager. For example: if you wish to change accommodation, request an additional visit or a special phone call, or if you want to speak to the governor.

Sometimes the area manager may be able to talk to you about your issue within 24 hours of you raising the matter. In some correctional centres your name will be entered into an appointment book.

Give the area manager time to look.

You must write your name, MIN and name of your correctional centre on the back of the envelope. Do not seal the envelope as the governor, general manager or an authorised officer is allowed by law to open, inspect and read the contents of the letter.

In some circumstances, approval may be given for you to visit or phone someone in another correctional centre. An inter-gaol visit or phone call is a privilege and depends on your behaviour. You should ask your case/wing officer for details.
and works with their families and communities, giving them the support they need to gain skills and develop stable, independent lives.

CRC Services include:
- bus transport to Cessnock, Goulburn, Lithgow, St Helliers, Kirkconnell, Bathurst, Oberon and Junee Correctional Centres
- “Jailbreak” radio program and health information
- court support scheme
- transitional support – pre and post-release
- crisis accommodation for men and women on release
- crisis face-to-face and telephone information referral service

For more information on these services contact the Services and Programs staff in your centre or contact CRC direct at:

CRC Head Office
174 Broadway
BROADWAY NSW 2007
(02) 9288 8700

CRC Hunter Office
Po Box 749
HAMILTON NSW 2303
(02) 4961 4626

4. Transfers

If you are transferred from one centre to another at short notice, you will be given the opportunity to contact family, friends or your solicitor within 24 hours of arriving at the new centre. If you don’t have enough money for these phone calls, you can ask the area manager, and he/she may let you have them for free.

5. Next of kin

It is important for the department to be able to notify your next of kin in the event of an emergency. If there are any changes to your next of kin’s details (address or phone number), you should tell your case or wing officer.
6. Legal services

Prisoners' Legal Service gives legal advice and help to inmates. The Aboriginal Legal Service also gives legal help to Aboriginal or Torres Strait Islander inmates. These are services funded by the Legal Aid Commission of NSW.

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

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

If you are in a country centre, the above agencies can advise you about the services available in the area. If you have problems contacting them, your case/wing officer can help you.

- **Legal Aid Commission, Prisoners Legal Service**
  Level 2, 323
  Castlereagh Street
  Central Square
  Sydney NSW 2000
  (02) 9219 5888

22. Community Outreach Program

- **Children of Prisoners' Support Group Co-op Ltd.**
  The Children of Prisoners' Support group is a statewide service to children of inmates and their families. They provide:
  - transport service for children to visit parents in prison
  - pre-release and post-release support
  - support groups for children
  - occasional child-care and drop-in centre for the children and families of inmates at Silverwater and Bathurst Correctional Centres
  - advocacy for children and families of inmates
  - arranging activity days and all-day visits for children with parents in custody
  - child and Parent days held within correctional centres
  - educational support for children of prisoners

You can contact Children of Prisoners' Support Group through your case/wing officer, the Services and Programs staff or directly at:

- **Silverwater Office:**
  (02) 9714 3000
  (02) 9714 3030 (fax)
  cops@ihug.com.au

- **Bathurst Office:**
  (02) 6332 5957
  cops@lisr.com.au

- **Community Restorative Centre - CRC**
  This is a community organisation dedicated to changing lives and reducing crime by supporting prisoners, ex-prisoners and their families and friends.

CRC helps people overcome the problems that can put them at risk, such as addiction, homelessness and unemployment. CRC helps those who have gotten into trouble...
21. Disability Services Unit (DSU)

If you have a disability of any kind, or if you know of someone who has a disability, The Disabilities Services Unit (DSU) will work with staff at correctional centres to help out.

The DSU can assist with:
- programs and work
- getting resources related to your disability
- case management
- post release services
- letting courts know if you need extra help
- placement

Vision disability
If you have a vision problem, the DSU has some resources and can also arrange help from outside groups such as the Royal Blind Society or Guide Dogs Association. They can lend:
- safety equipment (eg. liquid levels)
- magnifiers
- computer software
- large print books
- talking books and machines

Hearing disability
If you have a hearing disability, the DSU can help with resources, interpreters or support from The Deaf Society or Better Hearing Australia. They have TTY phones or assistive listening devices to help in interviews or group work.

If you need help with any disability, speak to a staff member or contact the Disability Services Unit directly:
(02) 9289 1211
Or write to:
Disability Services Unit
Level 16 Roden Cutler House
24 Campbell St.
Sydney NSW 2000

7. Bail

Bail can usually be entered at the correctional centre where you are held or any police station or court house. It is advisable that your family or friends contact the place where the bail is to be entered before attending (either the court house, police station or correctional centre). That way they can make sure they bring any documents or papers that they need with them.

The court may grant you bail on a number of conditions. Common bail conditions include:
- reporting to police on a regular basis while attending court
- living at a particular residence or rehabilitation centre
- not having contact with any witnesses/victims
- having another person confirm your ability to keep to your bail conditions (see 'acceptable person' below)

If you were granted bail by the court but have not been able to contact anyone to assist you meet your bail conditions, or if you don't know what your conditions are, see your case/wing officer or your area manager.

If bail has been refused
You, or someone on your behalf, may apply for bail to the court where the bail decision was made;
OR
To the Supreme Court (Bails division);
OR
You can stay in custody until your next court date.
If bail has been granted, but the conditions cannot be met

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

You, or someone on your behalf, may apply to the Supreme Court for a review of the bail conditions; OR

If you choose to do nothing, the governor/general manager of your centre will advise the court within 8 days that you have been unable to make bail. The court will then review the reasons for the bail conditions. You may still apply for further review.

Bail applications/reviews

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

There is no limit to the number of applications you may submit, but the court may refuse to consider bail applications where it does not consider it appropriate.

Acceptable person/surety

Sometimes courts may require an 'acceptable person' to sign a form to say they know you and believe you are a responsible person who will comply with any bail conditions.

An acceptable person must:

- be at least 18 years old;
- have evidence of their identity and residence (generally an acceptable person should be a citizen or permanent resident of Australia);
- attend the court, police station or correctional centre and apply to be an acceptable person (the application includes questions about your relationship with this person).

The application is then reviewed by a Justice of the Peace or authorized officer. Once someone has been approved as an acceptable person, they are also referred to as the surety.

People who may not be considered an acceptable person include:

- someone with a criminal record in the last five years or bankruptcy matters
- someone who appears to be alcohol or drug affected
- someone who appears to be mentally unwell, or does not understand what they are signing

Aboriginal Support and Planning Unit

The staff from the Aboriginal Support and Planning Unit provide culturally appropriate programs and services to Aboriginal and other Indigenous inmates. They can also provide advice and assistance to members of your family about classification, placement in correctional centres, access to welfare, education and other services in correctional centres for Indigenous inmates.

Aboriginal Support and Planning Unit
Long Bay Correctional Complex
P.O. Box 13
MATRAVILLE NSW 2036
(02) 9289 2676

Some community resources, which may also help, are:

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

Aboriginal Client Services Officers (ACSOs)
(02) 9289 2676 for location details of ACSOs. These officers are attached to probation and parole offices in the community.

There is also an Aboriginal and Torres Strait Islander inmate handbook available in all correctional centre libraries.
Security
Sometimes the acceptable person, or surety, has to lodge a sum of money, or deeds to a property, to guarantee that you will comply with your bail. This is known as security. The acceptable person will need to bring some proof that they really have this money or property. They will need to supply a bank statement or mortgage papers.

The following rules apply about security:

- only cash is accepted – no personal cheques
- security that involves property (such as deeds to property) must be produced at the court to enter bail. Correctional centres will only process cash security

19. Language and cultural services

- Interpreters
If you or your cellmates have problems speaking and writing in English, see your case/wing Officer. Inmates from Non-English Speaking Backgrounds (NESB) can 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 offered for free.

- Foreign nationals
Any Services and Programs staff member can help you contact your embassy or consulate, if you are not a resident of Australia. If you are a resident but have little or no support from family and friends, arrangements can be made to put you in touch with one of the many community support groups that are available.

- Deportees
If you are not an Australian citizen or permanent resident you may be of interest to the Department of Immigration, Multicultural and Indigenous Affairs (DIMIA). Inmates who are of interest to DIMIA may be deported. If you are of interest to DIMIA, there may be restrictions on your classification, placement and participation in programs. If you need more information, the classification coordinator in your centre can assist.
18. Religion and the chaplaincy service

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

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

Chaplains arrange religious services and celebrations at significant times and can advise you on the department’s policy regarding fasting. Chaplains also issue prayer books and religious icons. Make sure any religious items issued to you are put on your property card before you are moved to another correctional centre. Any property you have that is not on your property card will be confiscated.

The Chaplains may also arrange for Prison Fellowship to visit inmates who do not have family or friends to support them.

8. Appeals

- 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 21 days after sentencing to lodge an intention to appeal 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.

Your case/wing officer can provide you with the appropriate application forms if you wish to lodge an appeal and assist you in contacting legal aid.

Your case/wing officer can provide you with the appropriate application forms if you wish to lodge an appeal and assist you in contacting legal aid.
17. Restorative Justice

Restorative Justice programs are designed to help you and your family and friends, and the victims and their families and friends, recover from the crime and its after-effects.

You can meet with the victims of your crime to say sorry, to take responsibility for what you did, or to make amends in some way, for example, writing a letter of apology.

You can make agreements with the victim without meeting face-to-face. For example, if you are returning to the victim’s town after your release, you can make an agreement about how you can both live there without problems.

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

You can apply for these programs from any gaol at any time during your sentence. For more information, look for the yellow and green pamphlets in the gaols, or in the probation and parole offices in the community. There is also a short video about the program called “Restorative Justice” in the correctional centre library. You or a staff member can call the Restorative Justice Unit and arrange for someone to visit you to talk about the programs.

Restorative Justice Unit
(02) 9289 3921

9. Property and purchases (buy-ups)

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

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

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

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

- **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 six months
  - there is no limit on the amount of current legal papers

- **General property**
  Visitors can leave approved property (such as underwear) at the correctional centre. You can also buy approved items through buy-ups/canteen (see next page).

- **In your cell you may have**
  - clothing issued by the department
  - approved buy-up/canteen items
  - approved educational materials
• approved hobby/craft materials
• approved work release material
• furniture and fittings issued/approved by the centre
• approved medication
• approved religious and cultural items

You can find a full copy of the items you can have in your property in Section 9 of the Operations Procedures Manual, which is available in the inmate library at your centre.

■ Buy-ups (canteen purchases)

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

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

Your case/wing officer can tell you:

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

It is important that you have enough money in your private cash account before putting in your buy up forms. If you are uncertain about how much money is in your account, you can request a printout from administrative staff in your centre. Your case/wing officer can contact the accounts area on your behalf (see also Inquiries, Requests and Applications page 54).

■ Dietary needs

If your religious faith determines that you have special dietary needs, the chaplain in your centre will provide the most up to date information available so you can buy approved items from the buy-up list. A vegetarian diet is available at all centres (see also Religion and Chaplaincy Services page 46).

■ Religious items

Approved religious items can be supplied to you by the chaplaincy service. The articles are to be made of wood, plastic or low cost materials and you may be issued with one of any article applicable to your faith (see also Religion and Chaplaincy Services page 46).

16. Probation and Parole

Probation and parole officers are attached to all correctional centres. They provide pre-release counselling and prepare reports to the NSW and ACT Parole Boards, and the Commonwealth Attorney General’s Department. In cases where the Parole Board has to review your case before you can be released, you should be allocated a parole officer about 18 months before your non parole period expires.

In NSW if you are serving a sentence of 3 years or less, you will be released to a court-based parole order at the expiration of your non parole period. In these cases a probation and parole officer will see you a few months prior to your release. The parole officers will explain your parole conditions and let you know where to report upon release.

To make an appointment to see the probation and parole officer, see your case/wing officer.
testing for HIV and Hepatitis as well as education about public health issues.

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

Should you have any difficulties in observing your religious faith whilst participating in the methadone program, please discuss this with the resident chaplain in the first instance. If the chaplain is unable to resolve the problem, the matter should then be referred to the area manager.

**HIV & Health Promotion Unit**
The HIV & Health Promotion Unit provides a range of prevention and education services for inmates on issues concerning HIV, hepatitis, sexually transmitted diseases and other health issues. If you want more information ask one of the inmate services and programs officers (S&PO) or your Case Officer to contact your HIV & Health Promotion Regional Co-ordinator who will contact you on their next visit to the centre. If you are Aboriginal then remember there are Aboriginal Health HIV workers available in gaols and you can make a request to speak to one of them.

**Health tips**
You can help maintain your health by keeping your living area clean. Cleaning materials, including bleach for injecting equipment and disinfectant, are available in your wing. Condoms are also available at each correctional centre. By showering daily, keeping your clothes and linen clean, eating and exercising regularly you can keep yourself in good health.

**Dental services**
A dentist is available at most correctional centres. You need to see the clinic nurse for a referral.

**Hepatitis C**
Free and confidential information, support and referrals from:

NSW Hep C Helpline
Free call on gaol phones 1800 803 990 for staff, families and friends

### 10. Case management and classification

You will be case managed while you are in gaol. Case management gives you access to the programs and services that meet your needs. It means that you can work with staff to make plans for your time in gaol and prepare for your return to the community.

It is important that you participate in case management. It is the way you can show the Parole Board and others that you are addressing the things that brought you to gaol in the first place. It is up to you to take an active part in case management. If you don’t participate in case management, you may not progress to a lower classification or have access to privileges and programs.

**Case Officer**
Your Case Officer will most likely be a custodial officer who will have direct responsibility for you. You should be told who your Case Officer is shortly after arriving at a correctional centre. This is the person you go to if you have any problems or need advice or assistance. Your Case Officer will interview you from time to time and monitor your progress. Your Case Officer will...
Your Case Officer can help you access the programs and resources you need.

You should make every effort to talk to your Case Officer about your needs and progress, as they can be a great support. Sometimes this can be difficult, as your Case Officer may have to search you or your cell, and then the next day interview you to see how you are going.

**Case Management Team (CMT)**

Each centre has a Case Management Team (CMT) to review the progress of inmates. There are custodial and non-custodial staff members on a CMT. The CMT will make recommendations about your classification and placement. Recommendations are based on your behaviour, progress and length of sentence.

Your first CMT meeting happens a few days after you are taken into custody. This is a very important meeting, as you and the team will work out a case plan to help you address the things that led you to coming to gaol. They will tell you about the programs and services they think you should take part in so you don’t come back to gaol. The CMT will review your case plan at least every six months.

**Case Management Committee (CMC)**

Your case plan and placement recommendations are given to the Governor for comments. The final approval is up to the Case Management Committee (CMC). The CMC consists of the Manager, Offender Services & Programs; Deputy Governor; and Manager of Classification.

**Case plan**

After sentencing, you will be involved in preparing a case plan with the case management team. The plan describes the things you need to do and how you can do them in order to address the issues that brought you into gaol. You are responsible for doing what is in your case plan (your Case Officer can help you with this). The plan may change over time, as you achieve your goals, or your circumstances and needs change.

**Doctor’s clinic**

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

**Medication**

Most medication prescribed by the doctor will be provided free of charge.

**Specialist doctors**

A number of specialist services are provided on referral from the doctor. These include:
- surgery
- ophthalmology (for eyes)
- dermatology (for skin)
- orthopaedics (for bones)

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

**Mental health services**

Most correctional centres have a mental health nurse, a psychiatrist and psychologist. At the Long Bay Correctional Complex there is a psychiatric hospital. The clinic nurse can give you a referral for these services.

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

**Mental Health Line**

toll free 1 800 222 472.

**Alcohol and Other Drug services (AOD)**

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

**Aboriginal health**

The Aboriginal Medical Service in Redfern regularly sends a doctor to do clinics at Long Bay and Silverwater. If you feel uncomfortable contacting a non-Aboriginal person or do not wish to wait for the Aboriginal Medical Service ask your AOD worker to put you in contact with an appropriate Aboriginal person in the gaol.

**Public health**

A public health nurse will visit you in the first week. You will be offered
The case management team can review the case plan at any time, but it must be reviewed at least once every six months.

**Case Manager**
The Case Manager is the officer in charge of the day-to-day case management in your area or centre. This includes being responsible for Case Officers and the case management files. Case Managers also chair the Case Management Team (CMT) meetings.

**Manager, Offender Services and Programs**
The Manager, Offender Services and Programs is responsible for overseeing case management within the entire centre. They are also responsible for providing services and programs for inmates (such as alcohol and other drugs courses). You can ask to see him/her about any programs available in the centre.

**Area Manager**
The Area Manager is a more senior custodial officer who oversees the safe and secure operation of a particular area of the centre. Area Managers are usually the officers who will make decisions about any special requests you may have outside of the normal daily routine (such as an extra phone call).

**Case management file**
Every inmate has a case management file, or case file as it is sometimes called. It is important because it documents your progress while in custody. For example, forms filled out when you first came into custody (like health and education) will be in this file. Any special needs you have will also be noted in this file, as well as any applications, all classification paperwork, case notes, work reports, certificates and more.

Case Management Teams (CMT) will have access to your case file when reviewing your placement and classification. Probation and parole officers will review your case file when preparing your pre-release report so they can outline your progress to the Parole Board.

**Case notes**
Staff involved in your management make comments in the case

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### 15. Health services

If you become ill or have any health concerns, each correctional centre has a clinic staffed by a qualified registered nurse. Medical staff are provided by Corrections Health Service (CHS), which is part of the NSW Health system.

To see the nurse, ask your case/wing officer. In an emergency, ask any member of staff for help. Most services are free. No Medicare card is required.

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

**Reception assessment**
On your arrival at the correctional centre a nurse will ask many questions in relation to your health. Much of the information you provide is confidential and will only be available to health care professionals. Some information is given to staff of Corrective Services but Corrections Health staff will ask for your permission to give this information. They will ask you to sign a permission form. If you have any queries about which information is confidential and which is passed on, please ask the nurse.

**Clinic**
The clinic is open each day in most correctional centres. Some centres have different opening hours. The nurse can assist you in most health care matters and gives medications prescribed by the doctor. The nurse can arrange special diets where necessary. The nurse is also able to refer you to other health care professionals such as the doctor, psychiatrist or dentist.
• Oberon if you have a C2 classification
• John Morony II, if you are classified C2 or C3

As a C3 Work Release inmate, you could be approved for weekend leave twice in any one month if you participate in the specialised program as an adult nucleus inmate. This follows 14 days after you've completed three day-leaves without any problem.

If you are interested in becoming an adult nucleus inmate apply through your Case Officer or case manager, and list the gaol in which you want to work.

management file. You will see your Case Officer on a regular basis and they will make case notes about how you are going. Ask to read and sign the case notes written by your Case Officer each month. Running sheets are similar to case notes - they are filled in by the wing officers and placed onto your case management file.

Access to your case file

You have the right to supervised access to your case management file. This means you can look through it in the company of your Case Officer, the case manager or other suitable person. To look at your case file, ask your Case Officer, and they will make arrangements within 14 days.

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

Case management policy

This policy sets out the details of the case management process and how it operates. A copy of this policy is available in the inmate library at your centre. All staff should have a copy of it.
11. Security ratings/classification

Your classification determines what sort of centre you will be sent to, and what sort of programs are available. You may lower your classification over time by:

- taking part in programs that address the problems that brought you to jail in the first place
- behaving well while in gaol, and not committing any correctional centre offences (see page 66)
- getting on well with staff and other inmates

Each male inmate is classified into one of the following categories:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category A1</td>
<td>Inmates have to be kept in special facilities with secure perimeter walls that have towers or electronic surveillance equipment</td>
</tr>
<tr>
<td>Category A2</td>
<td>Inmates have to be kept in special facilities with secure perimeter walls that have towers, or other highly secure perimeter structures, or electronic surveillance equipment</td>
</tr>
<tr>
<td>Category E1</td>
<td>Inmates are escapees who are treated like category A2 inmates</td>
</tr>
<tr>
<td>Category B</td>
<td>Inmates have to be kept behind a secure barrier</td>
</tr>
<tr>
<td>Category E2</td>
<td>Inmates are escapees who are treated like category B inmates</td>
</tr>
<tr>
<td>Category C1</td>
<td>Inmates need not be confined by a secure barrier as long as they are in the company of an officer or other authorised person</td>
</tr>
<tr>
<td>Category C2</td>
<td>Inmates need not be confined by a secure barrier but do need some level of supervision by an officer or other authorised person</td>
</tr>
<tr>
<td>Category C3</td>
<td>Inmates need not be confined behind a barrier and don’t need supervision</td>
</tr>
</tbody>
</table>
14. Development programs

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

Some examples of the specialised programs include:
- Sex Offender Program (CUBIT)
- Violent Offenders Therapeutic Program (VOTP)
- AOD units, such as Ngara Nura

The first step is to make an application to be assessed for the program. Your application will then be reviewed by program coordinators and the CMT.

There are also 3 Acute Crisis Management Units at Cessnock, Bathurst & Long Bay with programs and a psychologist for inmates who are in crisis or at risk of harming themselves.

- **Young Adult Offender programs**
  If you are between the age of 17 and 24 you may be eligible for a young adult offender program. You can ask your reception committee or Case Officer to give you details of the programs, or to view the video ‘Gurnang Life Challenge’ based on the specialised program.

  Don’t stress out if you can’t get on the specialised program. When you get to your goal of classification, speak to the CMT about what young adult offender programs they are offering in their centre.

- **Adult nucleus inmates**
  If you are more than 25 years of age you may be eligible to become an adult nucleus inmate. This involves working with correctional centre staff and young adult offenders.

  Three gaols employ adult nucleus inmates. These are:
  - John Morony 1, if you are classified B or C1

12. Offender services and programs

There are many programs available to help you while in custody and to assist you to return to the community. Your case/wing officer can refer you or speak with a services and program staff member.

- **Welfare services**
  Your Case Officer or Services and Programs staff can assist you with personal or family problems. They may provide a link to families in the event of crisis, family breakdown, major illness or death of a family member. In certain circumstances, they can arrange travel and accommodation costs to assist your family to visit you. Ask your case/wing officer how to make an appointment.

- **Alcohol and Other Drug (AOD) programs**
  Many inmates come into custody who have problems with alcohol and or drugs or gambling. This may have contributed to the reason you have been convicted and given a custodial sentence.

  Each centre has an Alcohol & Other Drug program to help you. Aboriginal inmates are also offered AOD groups and individual counselling with Aboriginal staff.

  Speak to a member of the services and programs staff or your case/wing officer about the programs available at your centre. You can also be referred to people who can continue to help you after your release.

  You may want to apply and be assessed for one of the drug-free wings at Parklea, Cessnock, or the Ngara Nura Unit at Long Bay.

- **Education programs**
  Each correctional centre offers a wide range of education and vocational training courses. Basic courses include reading, writing, maths, computers, art and craft. Inmates
who are Aboriginal or from a non-English speaking background can undertake courses in culture and English language. Additional vocational education and training is available in a number of work skill areas with support from Corrective Services Industries (CSI).

Courses are offered through AEVTI and TAFE and are nationally accredited so you can continue the studies when you are released.

- **Library**

  Each centre has a library with a range of fiction, non-fiction and reference books, which will include copies of the *Crimes (Administration of Sentences) Act 1999* and its Regulations as well as relevant departmental procedures. Some centres also have a Law Library to assist inmates research matters related to their case. Other centres provide assistance with legal matters through their library.

- **Psychology services**

  Psychologists may be able to provide specialised services to help you if you are having problems with the way you are feeling or thinking. An appointment can be made through your case/wing officer or during your interview with the reception committee.

  Group programs are available with psychologists in some centres.

  **If you’re not coping...**

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

  If staff feel you are not coping, you will be seen by the RIT within 24 hours.

- **Wages**

  Wages are based on a working week of 30 hours at the minimum rate of $14.10 and the maximum rate of $63.30 per week. Inmates who want to work or attend programs but can’t because there are no places available, receive $12.60 per week.

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

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

- **13. Employment**

  All sentenced inmates (including inmates on appeal) are expected to participate in work programs. There are some employment and vocational training programs available, such as WorkReady, to help you learn new skills. This can also help you find work after release. If you have special skills or a trade that you wish to use, inform the screening officer, reception committee or the CMT.

  Everyone is encouraged to work and attend programs. However, if you have not been convicted, you don’t have to work.