Male Inmate Handbook

Corrective Services NSW
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1. Coming into a correctional centre

- **Reception/Intake**
  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/intake officers will list all the property you have with you and store it for you in the reception/intake 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 a Services and Programs Officer, 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 also be provided with a screening phone call to contact a family member or friend.

- **Justice-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, (e.g. diabetes or heart problems)
  - have any problems with mental health or are taking any mental health medication

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

- **Identification cards**
  On reception/intake 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/intake 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 Development Committees (IDC)**
  The IDC is a body of inmates in each correctional centre which meets regularly with the General Manager 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.

- **Special Management**
  When you first come into custody you would have been asked at both the Court Cell location and at your Screening interview at the Correctional Centre if you had any concerns for your safety. This may have been because of the nature of your charges or because you were worried about meeting up with particular inmates. At your initial reception into gaol you may have asked to be placed into a Special Management area, it is a big decision to make and you need to give yourself time to think through this properly. Staff will consider your request and will decide if this is needed or not for you. However whilst you are in custody if you do have concerns for your safety you can ask to have limited contact with other inmates should the need arise.

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

- **Clothing**
  On reception/intake 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.

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
- some centres only have visits on certain days

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.
### Professional visits

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

Special visits may be arranged through the 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.

### Telephone calls

You are allowed to make a certain number of free telephone calls:
- unconvicted inmates:
  - 3 local calls ($1.05/week)
- convicted inmates:
  - 1 local call ($0.35/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 for personal calls, and 10 minutes for legal calls. You won’t be able to make another call for at least 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 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 General Manager 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.

### Contacting family and friends

3. Contacting family and friends
Mail sent to you
There is no limit to the number of letters and parcels you can receive, but remember, there are limits to the amount of personal property you can keep.

Letters and parcels are opened and inspected for things like drugs, money and cheques. If something is found, it will be taken away by officers as evidence.

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

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

Mail you send
There is no limit to the number of letters you can send and you can buy stamped envelopes at your centre. If you have no money, Corrective Services will pay for you to send up to two letters per week.

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

Contact with inmates in other centres
Corrective Services 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. 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 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.
4. Transfers

If you are transferred from one centre to another at short notice, you may request that either the Reception Room officers, or Welfare/SAPO contact your family, on your behalf, to inform them of your whereabouts.

5. Next of kin

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

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

- 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 Information Portal
  A Legal Information Portal will be installed on the desktop of all inmate computers. The portal may not be available at your centre as yet, but it will be in the near future. You can use it to find out how to get legal help, arrange legal visits, and get information about:
  - police & courts
  - drug & alcohol offences
  - family law
  - driving & traffic offences
  - violence and the law
  - money matters
  - wills, deportations & transfers.

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

7. Bail

Bail can usually be entered at the correctional centre where you are held or at any police station or court house. It is advisable that your family or friends contact the court house, police station or correctional centre before going there to check what documents or papers they need to take 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)

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

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 a senior officer.

- 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 General Manager of your centre will advise the court within 7 days that you have been unable to make bail. The court will then review the reasons for the bail conditions. You may still apply for further review.

- 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.

• 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.

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

You can only apply for a second hearing if:
• you had no legal representation in your first hearing and, as a result, were disadvantaged
• the first application was not lodged officially with a magistrate, or
• the court is satisfied that new facts or circumstances have arisen since the previous application.

• Acceptable person/surety

The court or an authorised officer requires an ‘acceptable person’ to complete an Acceptable Person Form to say they know you and believe you are a responsible person who will comply with your bail conditions. Once someone has been approved as an acceptable person, they are referred to as the surety.

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

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
• proof of where cash came from must be provided
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 28 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.
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**
  - 2 x property tubs
  - there is no limit on the amount of current legal papers

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

  All valuables (jewellery etc.) will have to be sent out to your family or friends - with the exception of a wedding ring or a wrist watch worth $50.00 or less.

- **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).

  The amount of property that you are allowed to keep may vary according to the size of your cell, length of your sentence or security considerations.
You can find a full copy of the items you can have in your property in Section 9 of the Custodial Policy and 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
  - foodstuffs, smallgoods
  - biscuits, sweets
  - special dietary requirements
  - toiletries, 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 52).

- **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 the Chaplaincy Service page 44).

- **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 the Chaplaincy Service page 44).

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## 10. Classification and case management

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 State Parole Authority and others that you are addressing the issues 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, your progression to a lower classification may be affected.

Some of the terms used in case management are listed below to help you understand the process.

- **Case Officer**
  Your Case Officer will have direct responsibility for you in regard to your case management needs. 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 regularly, at least once a month, and monitor your progress.

  Your Case Officer will make notes about your progress and behaviour via electronic case notes and will 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 plan**
  You will be involved in preparing a case plan with the case management team (CMT). 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. This plan will be reviewed at least once every twelve months.

- **Review**
  Each centre has a Case Management Team (CMT) to review the progress of inmates. There are custodial and non-custodial staff members on a CMT. This is a very important meeting, as you and the team will work out a case plan to help you address the behaviour that brought you to gaol. They will tell you about the programs and services available to help you stay out of gaol. The CMT will make recommendations about your classification and placement and programs and services.

  Recommendations are based on your behaviour, progress in addressing your case plan requirements and length of sentence.

- **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 the provision of 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.

- **Case notes**
  Staff involved in your management make comments in the Electronic Case Notes. You will see your Case Officer on a regular basis and they will make case notes about how you are going. Running sheets are similar to case notes - they are filled in by the wing officers and may be 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, a senior officer or other appropriate staff member. 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 an inmate application form and have it placed into your file.
Where will you be 12 months after you leave jail?

You have a choice.

You could be back in jail because you broke the law OR you “moved away from crime” and moved on with your life.

Case management helps to get you on the right path and helps you to stay there. You start with some interviews and assessments to work out the areas that you can improve on, then work out a plan (called a case plan) that lists your personal areas for improvement, some goals to go for and steps to help you.

You need to be really honest when you get assessed by staff – it helps to work out the best pathway for you.

Don’t tell them stuff you think they want to hear – take it seriously AS IF you really wanted to make some changes to your life.

When you sit down with the CMT or your parole officer to plan the different programs you’ll do – think about where you want to be 12 months after you leave. If you want to grow out of crime then think about the stepping stones for you.

Keep your case plan. If you’re not sure what or where it is – get it from your case officer. They’re the officers who you see every month – make sure you use them for their advice, and to (hopefully) help get things on track for you.

There is a range of programs that have been designed to help you to stay out of trouble – make sure that if your plan says to do them that you do them!

If you don’t have any programs on your plan then that’s a good thing. Don’t try and line up for programs that you might think helps you look good for parole!

Tick off the steps you’ve achieved when you’ve done them. For example if your plan says attend the “SMART” program – do it, get what you want from it and move on to the next thing.

Every 12 months (if you are in gaol for that long) you will have a “Classo Review” – that’s when you will have your case plan reviewed. Work towards earning a C3 and participation in external work, education, day and weekend leave before leaving gaol.

Remember - the effort you put in now can make a difference to where you are 12 months after jail. 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 jail?” think to yourself and say “Nope, its my last time in jail”.

You have a choice.
11. Security ratings/classification

Your classification determines which centre you will be sent to. You may lower your classification over time by:

- taking part in programs that address the problems that brought you to goal
- behaving well while in gaol, and not committing correctional centre offences (see page 61)
- getting on well with staff and other inmates

Each inmate has his classification and placement reviewed at least once in every twelve months. An inmate may ask for a classification and/or placement review under special circumstances. The Classification and Case Management Review Coordinator in your centre can explain this to you. 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 AA</td>
<td>Inmates will be confined in special facilities within a secure physical barrier that includes towers or electronic surveillance equipment</td>
</tr>
<tr>
<td>Category A1</td>
<td>Inmates have to be kept in special facilities within a secure physical barrier that includes 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 need not be supervised</td>
</tr>
</tbody>
</table>

12. Have you considered the advantages of being placed in a camp?

If you are sentenced, when you appear before the Case Management Team, you may qualify for a C2 (minimum security) classification. If you meet the criteria you could be given the opportunity of placement in a camp environment at Mannus, Glen Innes, Oberon, Brewarrina or Ivanhoe. Consider the advantages:

- Weekend and Public Holiday visits – no booking required except for Mannus.
- Additional External Leave provisions.
- Employment opportunities with potential for a higher wage - for example:
  - Glen Innes - Sawmill and community projects.
  - Mannus - Afforestation work, livestock and agricultural activities, viniculture, horticulture, forklift and tractor operations.
  - Ivanhoe – Kitchen, building and ground maintenance, community projects and Mobile Outreach Program.
- All camps provide a range of AEVTI and TAFE Courses.
13. 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. AOD groups and individual counselling with Aboriginal staff is available in some centres.

  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 the Ngara Nura Unit at Long Bay.

- Education programs
  If you are interested in improving your education and vocational skills, you can do a course with the Adult Education and Vocational Training Institute (AEVTI). AEVTI is a Registered Training Organisation that operates in an education unit at each correctional centre.

  Why should I bother with education?
  Education and vocation training can help you in many ways.

  All AEVTI courses are accredited and offer nationally recognised qualifications. This means that you get the right skills and qualifications to help improve your chances of finding a good job upon release.

  Doing courses that develop literacy and communication skills also helps you to participate in offence-related programs connected to violence, anger management and alcohol and other drugs.

  Even if you hated school, you'll find that adult education offers a very different experience. Our Teachers will work with you to build your confidence and target your specific learning interests and needs.

  Also, learning can be fun! It's a chance to develop your knowledge, skills and creative talents in a range of ways.

  What courses are available?
  All centres offer literacy and numeracy courses to help you improve your reading, writing and number skills to a level equivalent to Year 10. We also run courses to help you prepare for post-release employment such as Workplace Communication, Job Seeking Skills, Work Readiness and Preparation for Release.

  Some centres offer courses in English as an additional language, Communications and Aboriginal Studies. Many centres also offer vocational education and training including Information Technology, Horticulture, Construction, Visual Arts and Contemporary Craft.

  AEVTI contracts TAFE NSW and other providers to deliver courses in OH&S, First Aid, Forklift, Welding, Chainsaw, Food Preparation, Engineering, Fitness, Asset Maintenance, Responsible Service of Alcohol, Responsible Conduct of Gambling and a range of other skills.

  How do I know what course is right for me?
  You can do a Core Skills Assessment to determine your level of need for literacy and numeracy programs and an Education Officer will ask you about your past education, learning style, employment and career aims.

  This is to help you to plan your further education or training.

  What are other education options?
  If you have a sentence of twelve
months or more you can apply to do a traineeship, which is a structured program of work and training.

Traineeships such as Horticulture, Hospitality, Construction, Textiles, Clothing Production, Forestry, Laundry Operations, Business Services, Engineering, Automotive Services and Printing are available in some Corrective Services Industries.

Distance education is an option if you are located in areas with a limited education service or are studying something not provided by AEVTI or TAFE, for example enrolment in the Tertiary Preparation Program that leads to higher education.

**What happens if I change correctional centres?**

You can transfer your enrolment from one correctional centre to another if the course is available.

**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.

It's a good idea to visit the library as often as you can. Ask education staff about a mobile service if you can’t get to the library for some reason.

**Can I have access to a computer?**

You are not permitted to have your own computer in a correctional centre. All education units have computers for your use in classrooms and libraries. If you are not enrolled in an IT course, you will need to arrange to use a computer for legal research (via the Legal Portal), to write a letter, improve your English or learn to type.

Most computers are connected to an internal network. This means you can store all your information in your folder and access this from any centre on the network.

Computers are not connected to the internet and there is no email available.

**Psychology services**

Psychologists can help with all sorts of problems – like feeling worried, hopeless, angry, confused or out of control. They can also help you to understand some of the reasons you get in trouble, and can help to get you ready to do programs that you have been told to do as part of your case plan, or to get ready for getting out of custody. Some Psychologists also provide specialised programs for offenders with specific offence patterns, such as sexual and violent offending.

- **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 it 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.

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

- **Things you can do to help yourself...**

  Mental health issues like depression, can affect the way you feel or behave. You may feel tense, scared or sad.

  You also might find it difficult to cope with day to day routine or work.

  Other things you might experience are:
  - sleeplessness
  - loss of motivation and energy
  - mood swings
  - feeling guilty, sad and/or worthless, or
  - eating a lot less or a lot more food.

While you are in custody there are people around such as clinic nurses who are able to refer you to a psychiatrist or psychologist for help.

If you become aware that another inmate doesn’t seem to be coping - tell Justice Health staff or any staff of Corrective Services.
14. 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 Work Readiness, 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 reception committee, Case/Wing Officer or the CMT. Everyone is encouraged to work and learn new work skills while in custody.

- Wages

Wages are based on a working week of 30 hours at the minimum rate of $15.27 and the maximum rate of $68.52, not exceeding $85 per week.

Inmates who want to work or attend programs but can't because there are no places available, receive $13.68 per week.

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

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.

15. Core or Compendium programs

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

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

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

Impact of Dependence:
This program provides information and motivation to those who have addictions and substance abuse issues.

Getting SMART:
This 12 session program prepares you to participate in SMART Recovery.

SMART Recovery:
SMART stands for Self Management and Recovery Training and is a maintenance program that will help you develop new ways to treat and control your substance abuse and/or gambling. SMART Recovery promotes complete recovery from addiction and encourages people to live satisfying and fulfilled lives without drugs, alcohol or gambling.

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

**Debt management**

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

You will not be penalised by any government agency if you notify them that you are in custody. This is why it is important to tell the OS&P staff about these debts. If you have any questions about your debts and payment of debts call the State Debt Recovery Office using the free call on CADL - press 2, then 14# after the prompt.

Talk to them about how to pay your debts, put them on hold until 3 months after you are released or apply to have them waived. OS&P staff can arrange contact with other agencies that you owe money to. Also find the ‘Dealing with Debt’ guide to help you get your finances organised.

You need to make sure that debt management is part of your pre-release arrangements.

Look at the ‘Planning Your Release’ and ‘Getting Out’ Handbooks to help you. OS&P staff can also help you make these arrangements.

**Managing Emotions**

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

**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 State Parole Authority 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/ CORE)
- Violent Offenders Therapeutic Program (VOTP)
- AOD units, such as Ngara Nura

There are also Acute Crisis Management Units at 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 18 and 25 you may be eligible for the young offender program. You can ask your reception committee or Case Wing Officer to give you details of the programs, or to view the video ‘Gurnang Life Challenge’ based on the specialised program for young adult offenders. For those who successfully complete the Gurnang Life Challenge there are day/weekend leave benefits.

When you get to your gaol of classification, speak to the CMT about what young adult offender programs they are offering in that 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.

There are a number of correctional centres which employ adult nucleus inmates. These are:

- John Morony, if you are classified B or C1
- Oberon if you have a C2 or C3 Classification
- St Heliers Correctional Centre
- Mid North Coast Correctional Centre
- Wellington Correctional Centre

As a C3 inmate with external leave approval, 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/Wing Officer or senior officer, and list the gaol in which you want to work.
16. 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 Justice Health, which is part of the NSW Health system. To see the nurse, ask your Case/Wing Officer. In an emergency, ask any member of staff for help. 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 as a second language. 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 Justice 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.

- **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 MRRC there is a Mental Health Screening Unit. 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 a Services and Programs Officer 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 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 Case/Wing Officer.

**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 Services and Programs Officers (S&PO) or your Case/Wing Officer or clinic 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 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 Fincol 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
17. Probation and Parole

Probation and Parole officers are attached to all correctional centres. They provide pre-release counselling and prepare reports for the NSW State Parole Authority (State Offences) and the Commonwealth Attorney General's Department (Federal Offences).

In cases where the State Parole Authority has to review your case before you can be released, you should be allocated a parole officer about 12 months before your non parole period expires.

Senior Psychologists are available in District Offices and the Community Compliance and Monitoring Group to assist you with preparation and adjustment to being on parole.

In NSW if you are serving a sentence of 3 years and 1 day, you will be automatically 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 12 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.

18. Restorative Justice

Restorative Justice brings together those who have a stake in a particular offence: the victim, the offender and their families and friends.

Restorative Justice brings together those who have a stake in a particular offence: the victim, the offender and their families and friends.

In a victim-offender conference, you can meet with the victims of your crime to take responsibility for what you did, hear how they have been affected or to make amends in some way.

In a family group conference, 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, discuss your interest with a services and programs staff member and request a copy of the pamphlet ‘Victim Offending Conferencing’ and a referral form. There is also a DVD about the program called “Restorative Justice” in the correctional centre library.
19. Religion and the Chaplaincy Service

Corrective Services 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 Corrective Services’ 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.
20. Language and cultural services

- **Interpreters**
  If you or your cellmates have problems speaking and writing in English, see your Case/Wing Officer. Inmates from culturally and linguistically diverse backgrounds 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 an Australian citizen. If you 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.

- **Not an Australian Citizen**
  If you are not an Australian citizen you may be of interest to the Department of Immigration & Citizenship (DIAC). Inmates who are of interest to DIAC may be removed (lawful non-citizen - permanent residency type visa) or deported (unlawful non-citizen - temporary visa) from Australia when their sentence finishes. If you need more information, the Classification and Case Management Review Coordinator in your centre can assist.

21. Aboriginal Support and Planning Unit

Staff from the Aboriginal Support and Planning Unit provide culturally appropriate advice, support and information to Aboriginal inmates on available programs and services. They also provide advice and assistance to members of your family about classification, placement in correctional centres, and information on how to access welfare, education and other services in correctional centres for Aboriginal inmates.

**Aboriginal Support and Planning Unit**
Level 3
Henry Deane Building
20 Lee St
Sydney 2000
(02) 8346 1911

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

**Regional Aboriginal Project Officers (RAPOs)**
RAPOs provide advice and support for Aboriginal inmates on available programs and services in correctional centres.

Call (02) 8346 1911 for RAPO location details

**Aboriginal Client Services Officers (ACSOs)**
ACSOs provide post-release support for Aboriginal offenders whilst under community offender services supervision. These officers are attached to local Probation and Parole offices in the community.

Call (02) 8346 1911 for ACSO location details
22. Statewide Disability Services (SDS)

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

- SDS 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

- Hearing disability
  If you have a hearing disability, SDS 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 Statewide Disability Services directly:

  (02) 9289 2136 (ph)
  (02) 9289 2134 (fax)

Or write to:

Statewide Disability Services
Long Bay (Roundhouse)
Long Bay Complex
P.O.Box 13
Anzac Parade
Matraville NSW 2036

- Vision disability
  If you have a vision problem, SDS 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
23. Community Outreach Program

- **SHINE for Kids**

  SHINE for Kids 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 SHINE for Kids through your Case/Wing Officer, the Services and Programs staff or directly at:

  **Silverwater**
  (02) 9714 3000
  (02) 9714 3033 (fax)
  admin@copsg.com

  **Bathurst**
  (02) 6328 9900
  (02) 6328 9933 (fax)
  bathurst@copsg.com

  **Junee**
  (02) 6924 3222
  (02) 6924 3197 (fax)

  **Parklea**
  (02) 9933 7900
  (02) 9933 7977 (fax)

  **Cessnock**
  (02) 4993 6800
  (02) 4993 6888 (fax)

  **Wellington**
  (02) 6845 5000
  (02) 6845 5055 (fax)

  **Kempsey**
  (02) 6562 5901
  (02) 6562 3718 (fax)

- **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 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 Heliens, 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

- **Prisoners’ Aid Association**

  Prisoners’ Aid can transfer money from your bank account to your private cash account, exchange foreign currency and store excess property (except furniture), among other things. This service visits metropolitan centres on a regular basis. Prisoners’ Aid can also provide emergency financial assistance to families of offenders subject to funds availability.

  If you wish to see Prisoners’ Aid for any purpose see your Case/Wing Officer. Inmates in country centres should see the Services and Programs staff to gain assistance with these issues.

  **Prisoners’ Aid Association**
  174 Broadway
  PO Box 91
  BROADWAY NSW 2007
  (02) 9281 8863

  **CRC Hunter Office**
  MacKenzie Centre
  16 Wood St
  Newcastle West
  PO Box 749
  HAMILTON NSW 2303
  (02) 4961 4626
24. Inquiries, requests and applications

While you are in custody, you may want to:
- inquire about Corrective Services's administration
- request certain information
- apply to do something
- complain about something

The Four Steps

- **Step 1: See your Case/Wing 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
  - the Inmate Application/Statement Form

  All written requests, inquiries and complaints are entered into a register, which is checked once a week by a senior officer. 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 Supervising Officer**
  Some inquiries, requests and complaints have to be referred to a senior officer. 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 General Manager.

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

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

- **Step 4: Call the Corrective Services Support Line**
  If your issue is still not sorted out, then you are welcome to telephone the Corrective Services Support Line (CSSL) by dialing:
  - your MIN, then your PIN
  - press 2, then 1

  CSSL is operational in all centres. The role of the CSSL is to record feedback (that is, inquiries, 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 inquiry, you must go through steps 1, 2 and 3 above, before you ring the CSSL.

  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 General Manager, or any other departmental staff member.

- **Taking it further...**
  Depending on the circumstances, you may want to speak to someone else about the problem. Following is a list of possible resources for you to refer to.

  - **Official Visitors**
    Official Visitors are community representatives, appointed by the Minister responsible for Corrective Services to visit correctional facilities.

    At least one Official Visitor visits each correctional centre and in larger centres there may be three or four.

    Official Visitors do not work for Corrective Services NSW.

    **What do Official Visitors do?**
    Official Visitors listen to inmates’ inquiries and complaints and try to resolve them at the centre.

    Official Visitors examine the centre to make sure the buildings, including the
cells and grounds are clean and tidy and kept in good condition.

Official visitors report to the Minister on the types of inquiries and complaints they have received and the condition of the centre.

What kinds of inquiries and complaints do Official Visitors deal with?

Inmates can talk to Official Visitors about any problems to do with their treatment and care.

Inmates who talk to Official visitors will be treated with respect. Official visitors do not tell anyone else if an inmate has talked to them or what it was about unless it is necessary to get the inquiry or complaint sorted out.

Inmates do not have to tell staff what they have talked to an Official Visitor about.

When can Inmates see Official Visitors?

Official visitors generally visit centres fortnightly.

Official visitors cannot deal with inquiries or complaints from Category AA or Category 5 inmates or extreme high risk restricted inmates.

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 State Parole Authority. 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.

NSW Ombudsman
(02) 9286-1000
toll-free: 1800 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.

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 Justice Health:

(02) 9289-2970 (ask for the Justice Health Patient Liaison Officer).

Or write to:
Chief Executive Officer
Justice Health
PO Box 150
MATRAVILLE NSW 2036

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

Mental Health Hotline
toll-free: 1800 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 Enquiry Officer)
25. Sentence details

Each correctional centre has Sentence Administration 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 Sentence Administration Officer. You may also ask the CMT 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 25.

26. 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: $64.00 each conviction
- District Court: $148.00 each conviction

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

<table>
<thead>
<tr>
<th>Rights</th>
<th>Obligations</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have the right to expect that you will be treated with respect, impartiality, and fairness by all staff.</td>
<td>You have the obligation to treat others, both staff and inmates, in the same manner as you expect to be treated.</td>
</tr>
<tr>
<td>You have the right to expect to be informed of the rules, procedures, and schedules concerning the operation of the centre.</td>
<td>You have the obligation to abide by them.</td>
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<tr>
<td>You have the right to expect freedom of religious affiliation and voluntary religious worship.</td>
<td>You have the obligation to recognise and respect the rights of others in this regard.</td>
</tr>
<tr>
<td>You have the right to expect a bed to yourself, clean linen and clothing, access to shower and laundry facilities for cleanliness.</td>
<td>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.</td>
</tr>
<tr>
<td>You have the right to receive visits and correspond with family members and friends.</td>
<td>It is your obligation to conduct yourself properly during visits and not to accept or pass, or conspire to accept or pass, contraband.</td>
</tr>
<tr>
<td>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.</td>
<td>You have the obligation to abide by the regulations governing access to such services or activities if you choose to make use of them.</td>
</tr>
<tr>
<td>You have the right to expect a healthy and safe work environment.</td>
<td>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.</td>
</tr>
<tr>
<td>You have the right to expect to be heard on issues that affect you.</td>
<td>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.</td>
</tr>
<tr>
<td>You have the right to have possessions, which were legally purchased or acquired according to the property policy of the Corrective Services NSW.</td>
<td>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.</td>
</tr>
<tr>
<td>You may expect health care, including nutritious meals, regular exercise and dental treatment.</td>
<td>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.</td>
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28. Correctional centre offences

The Crimes (Administration of Sentences) Regulation 2008 specifies correctional centre offences. A copy of this legislation is available to inmates in all correctional centre libraries. Each centre has its own local rules which will be explained to you at the centre when you arrive.

If you have questions about any aspect of conduct and discipline, ask your Case/Wing Officer.

Complying with the rules of the centre will assist toward progression to a lower classification and may give you access to the work release program or day/weekend leave once you have reached the appropriate security level.

29. Glossary of terms

ACSO ...................... Aboriginal Client Services Officer
AEVTI ..................... Adult Education and Vocational Training Institute
ACD ....................... alcohol and other drugs
Buy-ups ................... the system for the private purchase of approved items and food for inmates
CALD ....................... Culturally and Linguistically Diverse
CMT ....................... Case Management Team
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/CORE ............ Custody Based Intensive Treatment program for sex offenders (& outreach support program)
DIAC ...................... Department of Immigration & Citizenship
ICAC ...................... Independent Commission Against Corruption
IDC ....................... Inmate Development Committee
JH .......................... Justice Health
Knock up buttons ........ in-cell alarms for use in emergencies
Mainstream ............... general area of the gaol
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>NUM</td>
<td>Nursing Unit Manager</td>
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<tr>
<td>OV</td>
<td>Official Visitor – members of the public who receive inquiries and complaints from inmates</td>
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<td>RIT</td>
<td>Risk Intervention Team</td>
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<td>SDS</td>
<td>Statewide Disability Services</td>
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<td>Surety</td>
<td>is an 'acceptable person' who has been approved by a Justice of the Peace or authorized officer</td>
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<td>TIS</td>
<td>Telephone Interpreter Service (available in all centres)</td>
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<tr>
<td>TAFE</td>
<td>Technical and Further Education</td>
</tr>
<tr>
<td>Transgender</td>
<td>a person who identifies and lives as a member of the opposite sex</td>
</tr>
<tr>
<td>VCL</td>
<td>Victims Compensation Levy</td>
</tr>
<tr>
<td>VJ</td>
<td>Visiting Justices are magistrates who hear cases of inmates breaching serious rules in a correctional centre</td>
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<tr>
<td>VOTP</td>
<td>Violent Offenders Therapeutic Program</td>
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