Visiting a Correctional Centre
## Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>CSNSW Commitment to Service</td>
</tr>
<tr>
<td>4</td>
<td>Introduction</td>
</tr>
<tr>
<td>4</td>
<td>Visiting an inmate</td>
</tr>
<tr>
<td>4</td>
<td>Locating an inmate</td>
</tr>
<tr>
<td>4</td>
<td>Identification (ID) required for a visit</td>
</tr>
<tr>
<td>5</td>
<td>Booking a visit</td>
</tr>
<tr>
<td>6</td>
<td>Biometric Identification System</td>
</tr>
<tr>
<td>6</td>
<td>What visitors can bring for inmates</td>
</tr>
<tr>
<td>7</td>
<td>What visitors can take into the visits area</td>
</tr>
<tr>
<td>7</td>
<td>Facilities available in visits areas</td>
</tr>
<tr>
<td>7</td>
<td>Support for visitors</td>
</tr>
<tr>
<td>9</td>
<td>Specific support services for children who have a parent in custody</td>
</tr>
<tr>
<td>9</td>
<td>Prohibited items, visitor searches, restrictions and AVOs</td>
</tr>
<tr>
<td>10</td>
<td>Making a complaint</td>
</tr>
</tbody>
</table>

inside back | Map of NSW correctional centres and contact numbers
CSNSW Commitment to Service

Corrective Services NSW (CSNSW) is an integral part of the criminal justice system and is committed to the delivery of quality professional correctional services to reduce re-offending and enhance community safety.

CSNSW provides reports to assist sentencing and releasing authorities. It works in partnership with other government and community agencies to ensure effective service and support for inmates and offenders and their families.

Recipients of CSNSW services are
• The public of New South Wales
• New South Wales government and non-government agencies
• Inmates and offenders
• Families and friends of all people managed by CSNSW
• Victims of crime

They can expect
• Professional and skilled staff committed to quality service delivery
• Courteous, fair and respectful treatment in accordance with due process
• That duty-of-care is met for the safety and welfare of inmates
• Offenders, especially those of high risk of re-offending, are effectively monitored and supervised in the community
• Responses to correspondence, feedback and complaints which are timely, unbiased and confidential in accordance with CSNSW policy
• Personal information is handled confidentially in accordance with legislation
• Communication and collaboration with clear information on rules, procedures, schedules and entitlements
• Accurate signage in all correctional centres
• Accurate and up-to-date information on the CSNSW website
• Diverse needs including those based on gender, culture, age, disability, language and religion are met in an equitable manner
• Public assets and resources are managed ethically and efficiently

Contact details:
The Commissioner Corrective Services NSW GPO Box 31
Sydney NSW 2001
www.correctiveservices.justice.nsw.gov.au
Telephone: (02) 8346 1333
Facsimile: (02) 8346 1205
Introduction

Corrective Services NSW recognises that visits to inmates in correctional centres are important to strengthen and maintain family relationships.

CSNSW is committed to providing child and family friendly visits areas, to facilitating regular visits of families to correctional centres, and to providing access to video conferencing facilities to enable meaningful contact between inmates and their families.

Visiting an inmate

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

An inmate may refuse contact with a visitor.

A visit may be terminated if staff are concerned that the visitor’s behaviour is illegal, offensive or threatens the good order and security of the correctional centre and other persons.

If an inmate’s offence history, current conviction, charge or prior conviction relates to child protection issues, e.g., physical or sexual abuse of a child, significant domestic violence/contravene AVO in the presence of a child, or the inmate may have used a child to try and bring drugs into a correctional centre, the inmate will need to be assessed before children or young people under 18 can visit. For further information, contact the CSNSW Child Protection Co-ordination and Support Unit on (02) 8346 1008 during business hours.

Identification (ID) required for a visit

The first time an adult visits an inmate he/she is required to provide identification. The visitor will be allocated a Visitor Identification Number (VIN). Visitors must provide

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

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

Locating an inmate

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

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

- Only when an inmate is transferred to a correctional centre, can their location and related visitor information be provided.
one proof of identity document from List 1 or three documents from List 2 (see below), one of which must show the visitor’s current residential address.

The forms of identification and/or proof of residential address must correspond with the name and address details given when the visitor makes a booking.

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

- current Driver Licence;
- photo card issued by the Roads and Maritime Services (or equivalent from interstate);
- current passport or one that has expired within the last 2 years;
- any current photo ID issued by an Australian government department, agency or authority.

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

- Birth Certificate;
- confirmation of enrolment letter from the Australian Electoral Commission (AEC);
- public utility account, e.g., water, gas, electricity and/or telephone issued within six months of the date of intended visit;
- current registration papers (motor vehicle or boat);
- Marriage Certificate;
- Australian citizenship card issued by a government department, agency or authority, e.g., a pension card;
- Department of Immigration and Border Protection papers;
- signed credit or debit card.

Children under 18 do not need ID when accompanied by an adult. If they are not accompanied by an adult, the child/ren will need ID or written evidence of a direct relationship with the inmate.

**Booking a visit**

For most correctional centres, visits must be booked by phone. When making a booking, visitors will be asked the name of the inmate they want to visit and the inmate’s Master Index Number (MIN).

The first time an adult visitor books a visit to an inmate, he/she will be allocated a Visitor Identification Number (VIN) over the phone if they can, for example, give the number of their Driver Licence, Medicare card, or passport. At the time of the first visit, these documents have to be shown so that they can be verified.

For subsequent visits, visitors will be asked to provide their VIN when making the booking by phone.

Visiting hours vary from one correctional centre to another and most centres only have visits on the weekend because inmates are working during the week. Inmates on remand are permitted two (2) visits per week and sentenced inmates one (1) visit per week.

To check visiting hours or to book a visit, visitors should contact the correctional centre. Phone numbers are available on the CSNSW website at Visitor Information [www.correctiveservices.justice.nsw.gov.au/visit-a-prisoner/visitor-information](http://www.correctiveservices.justice.nsw.gov.au/visit-a-prisoner/visitor-information)

This information is also available on the CSNSW mobile phone Visits App which can be downloaded from the CSNSW website or directly from the mobile device’s associated App Store.
Biometric Identification System

The biometric identification system is used to photograph a visitor’s face, scan their irises and capture their fingerprints. The information captured on the system at the initial visit will be available at all networked centres for subsequent visits. This applies to everyone who enters a correctional centre, e.g., all CSNSW staff, legal practitioners, Police and visitors to inmates.

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

At centres where there is no biometric identification system visitors will be required to produce forms of identification (from the lists on page 5) even if they already have a VIN.

It is advisable to carry identification at all times when visiting a correctional centre just in case the biometric identification system is not working.

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

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

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

What visitors can bring for inmates

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

Inmates may receive the following items only from visitors:

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

There are no facilities at any correctional centre to deposit cash, cheques or money orders into inmate accounts.

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

Further information in English, Vietnamese, Chinese and Arabic on how to deposit money into an inmate’s account is available at www.correctiveservices.justice.nsw.gov.au/prison/e-banking
What visitors can take into the visits area

Visitors cannot take personal items such as wallets, purses, cigarettes, lighters or mobile phones into the visits area. These items must be left in a locker in the visits reception area. The lockers are coin-operated. It is advisable to ask the amount of coins required when booking a visit.

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

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

Visitors who need to take prescription medicine such as asthma puffers, insulin or Epipens during a visit must complete an Application for Special Medical Consideration form which is available from an officer and must be approved by the General Manager. A relevant medical certificate must be attached. Prescription medicine must be left locked in a vehicle or in a locker in the visits processing area.

A visitor who leaves the visits area to take the medication can return to the visit but will be re-screened before resuming the visit.

Facilities available in visits areas

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

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

There are no toilets in the visits area. If a visitor needs to access the toilets, the visit will be stopped and will not resume unless the visitor has had an Application for Special Medical Consideration form approved in which case the visitor will be re-screened before resuming the visit. If a child, accompanied by an adult, needs to go to the toilet they will be re-screened before resuming the visit.

Support for visitors

There may be some travel and accommodation assistance for families visiting correctional centres.

To apply for this assistance, the recipients must:

- be a member of the inmate’s immediate family, support network, a friend or have a kinship relationship;
- be aged 18 or over;
- be on Centrelink benefits or experiencing financial hardship;
- be visiting an inmate in a NSW correctional facility (other than Junee Correctional Centre) that is over 100 kms from their home;
- not have claimed for assistance for a visit made in the last 12 weeks.
Information about this assistance including the application form can be obtained from the Community Restorative Centre. Go to www.crcnsw.org.au or phone (02) 9288 8700.

**Parklea Correctional Centre** provides limited travel assistance for children of inmates if the child/ren live a considerable distance from the centre. For information about this assistance contact the centre on (02) 9678 4888.

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

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

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

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

**Family Video Contact** may be used by families and friends of inmates who are located in a correctional centre where video conferencing facilities are available. These sessions can be approved for families and friends who have difficulty in travelling to visit the inmate.

To apply for a session, the inmate must complete a **Family Video Contact Application Form** available from the officer-in-charge of video conferencing at the correctional centre and return it to the officer to process.

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

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

For more information go to www.crcnsw.org.au or phone: (02) 9288 8700
Specific support services for children who have a parent in custody

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

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

- Bathurst (02) 6331 1661
- Cessnock (02) 4991 1035
- Goulburn (02) 4821 2317
- Junee (02) 6924 3548
- Mid North Coast (02) 6561 3800
- Parklea (02) 9837 4397
- Silverwater (02) 9714 3000
- South Coast (02) 4423 4185
- Wellington (02) 6845 1550
- Windsor (02) 4574 1889

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

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

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

Prohibited items, visitor searches, restrictions and AVOs

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

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

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

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

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

CSNSW staff are permitted to detain a visitor if prohibited items are found and Police may be called to conduct further enquiries or searches, including strip searches.

Visitors may also be prohibited or restricted if they:
• do not have appropriate identification;
• are under the influence of alcohol or other drugs.

When a visitor is prohibited from entering a correctional centre or restricted to non-contact visits, he/she will be advised in writing. The letter will explain:
• the reasons for the decision;
• the length of time the prohibition or restriction applies;
• the authority for imposing the prohibition or restriction.

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

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

Visits Review Unit
Phone: (02) 8737 5084, (02) 8737 5085
Email: visits.reviewunit@justice.nsw.gov.au

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

If there is an active Apprehended Domestic Violence Order (ADVO), or an active Apprehended Personal Violence Order (APVO) in relation to the inmate the visitor wants to visit, it is the visitor’s responsibility to comply with the conditions of the order and inform Corrective Services staff when booking a visit.

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

Making a complaint

A visitor can ask to speak to the most senior staff member on duty or can write down their suggestion or complaint and address it to:

The Commissioner Corrective Services NSW
G.P.O. Box 31 Sydney,
NSW 2001
www.justice.nsw.gov.au
or email executiveservices@justice.nsw.gov.au
Men’s correctional centres:

Balund-a (Tabulam)  
(02) 6660 8600

Bathurst  
(02) 6338 3282

Berrima  
(02) 4868 7300

Brewarrina  
(02) 6874 4717

Broken Hill  
(08) 8087 3025

Cessnock  
(02) 4993 2333

Cooma  
(02) 6455 0333

Dawn de Loas  
(02) 9289 5100

Glen Innes  
(02) 6730 0000

Goulburn  
(02) 4827 2222

Grafton  
(02) 6642 0300

Illawarra Reintegration Centre  
(Opening 2017)

Ivanhoe  
(02) 6995 1403

John Morony  
(02) 4582 2222

Junee  
(02) 6924 3222

Karingal  
(02) 4340 3400

Kirkconnell  
(02) 6329 5522

Lithgow  
(02) 6350 2222

Long Bay  
(02) 8304 2000

Mannus  
(02) 6941 0333

MRRC  
(02) 9289 5600

Mid North Coast  
(02) 6560 2700

Oberon  
(02) 6335 5248

OMMP  
(02) 4582 2222

Parklea  
(02) 9678 4888

South Coast  
(02) 4424 6001

St Heliers  
(02) 6542 4300

Tamworth  
(02) 6764 5333

Wellington  
(02) 6840 2800

Women’s correctional centres:

Dillwynia  
(02) 4582 2222

Emu Plains  
(02) 4735 0200

Mary Wade  
(Opening 2017)

Other correctional centres which accommodate women:

Broken Hill  
(08) 8087 3025

Grafton  
(02) 6642 0300

Mid North Coast  
(02) 6560 2700

South Coast  
(02) 4424 6001

Wellington  
(02) 6840 2800

Correctional centres where women inmates stay for short periods of time:

Parramatta  
(02) 8832 4000

Transitional centres:

Bolwara  
(02) 4735 7098

Parramatta  
(02) 6924 3222

John Morony Correctional Complex:

John Morony 1

Outer Metropolitan Multi Purpose (OMMP) Dillwynia

Emu Plains

Mary Wade

Bolwara Transitional Centre

Parramatta Transitional Centre

Parklea

Compulsory Drug Treatment (CDTCC)
Smoking is not allowed anywhere on the grounds of a correctional centre or complex, including car parks, walkways and visitor processing areas.

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

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