Women’s Handbook

Corrective Services NSW

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Welcome

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

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

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

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

**Reception**

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

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

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

You will be strip searched by a female officer. You will not be searched internally, however you will be asked to remove any tampons or pads that you are wearing. This process checks that you are not bringing anything into the centre that you should not have. See page 62 for further information.

**Screening**

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

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

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

**Debts**

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

**Health Screening**

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

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

**Induction**

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

You will be told about:
- routine and rules
- visits, phone calls and mail

- Offender Services and Programs
- work opportunities.

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

**Identification (ID) Card**

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

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

**Master Index Number (MIN)**

You will be given a Master Index Number, known as your MIN. This number is on your ID card and all other Corrective Services records. All inmates have a MIN and it’s good to memorise yours, because staff often ask for it. Your MIN does not change if you change centres.

**Sentence Details**

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

**Special Management**

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

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

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

**Clothing**

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

**Cell alarms (knock-up buttons)**

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

The alarm is for emergencies only.
Strip searches

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

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

The searches are undertaken by female staff. In exceptional circumstances/emergencies, the General Manager, Manager Security or the Night Senior/Officer in Charge after hours may give approval for searches by male officers. There are always at least two correctional officers to conduct a strip search. One who stands in front of you and gives directions and the other who observes the process from behind. You’ll be asked to hand your clothes to the office behind you, who will search them. You will not be touched while you are strip searched. When you remove your underwear and socks you will be instructed to turn them inside out and hand them to the officer behind you. You’ll be visually checked in two stages so that you always have something on. You remove your clothing from either the top or bottom half of your body and a visual check is made. You then put those clothes back on and remove the clothing from the other half of your body to enable the rest of the observation. The clothes you put back on should not prevent the visual examination of the other half of your body i.e. you can put your bra back on and a short top but not a long top.

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

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

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

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

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

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

**Inmate Development Committees (IDCs)**

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

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

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

**Coping**

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

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

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

**If you’re not coping…**

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

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

**Risk Intervention Team (RIT)**

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

**Things you can do to help yourself…**

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

Other things you may experience are:

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

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

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

The following are some warning signs:

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

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

**10 tips to stress less**

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

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

- Allow yourself to cry and feel sad. Don’t feel guilty for having these feelings. Sadness is the way your body tells you that you are human. Often letting yourself cry is a good way of releasing stress and tension.
- Sometimes, when we get stressed and overwhelmed, our rate of breathing increases, causing you to feel out-of-breath and light-headed. This could be the start of a panic attack.
- Slow breathing exercises may help to calm you at first sign of a panic attack, or if you have an urge to hurt yourself.

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

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

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

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

2. Visits

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

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

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

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

You may want to tell your family and friends that the booklet *Visiting a Correctional Centre* is available from:
- visiting areas
- Corrective Services staff
- under Offender Management

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

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

**Visitors under 18 years**

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

Usually a person under the age of 18 years cannot visit you unless they are with an adult. However, sometimes visitors over the age of 16 years can visit on their own, especially if they bring ID to show proof of your relationship (such as a birth certificate).
Some centres have family centres run by SHINE for Kids where children can go after spending time with their mother, allowing adults to have private conversations.

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

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

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

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

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

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

- **Overseas visitors**
  Visitors coming from overseas may have special visits booked outside of normal times. To arrange this, put in an inmate application form to your wing officer.

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

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

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

  **Remember! Bringing in contraband is an offence.**

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

  If visitors are found with contraband there are penalties of up to 2 years imprisonment, and they can be banned from visiting correctional centres for up to 10 years. Inmates can lose privileges such as contact visits. Sanctions may also include a higher security classification and transfer to a more secure correctional centre.
- **Telephone calls**
  You can make a number of free calls per week:
  - unconvicted inmates, 3 local calls
  - convicted inmates, 1 local call.

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

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

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

  Your phone calls may be monitored.

  Calls that are not monitored include:
  - your legal representative
  - the Official Visitor
  - the Independent Commission Against Corruption (ICAC)
  - the Ombudsman
  - numbers that are on the CADL free call list (see opposite page.)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- **Common Auto Dial List (CADL)**
  These numbers are free calls from any NSW correctional centre

<table>
<thead>
<tr>
<th>CADL Service</th>
<th>Preset Code</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSSL</td>
<td>01#</td>
<td>1800 580 863 only from Bolwara and PTC</td>
</tr>
<tr>
<td>Law Access</td>
<td>02#</td>
<td></td>
</tr>
<tr>
<td>Dental Hotline</td>
<td>04#</td>
<td></td>
</tr>
<tr>
<td>Healthcare Complaints Line</td>
<td>05#</td>
<td></td>
</tr>
<tr>
<td>Crimestoppers</td>
<td>06#</td>
<td></td>
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<tr>
<td>ICAC</td>
<td>07#</td>
<td></td>
</tr>
<tr>
<td>NSW Ombudsman</td>
<td>08#</td>
<td></td>
</tr>
<tr>
<td>Mental Health</td>
<td>09#</td>
<td></td>
</tr>
<tr>
<td>Quitline</td>
<td>10#</td>
<td></td>
</tr>
<tr>
<td>Legal Aid Commission</td>
<td>11#</td>
<td></td>
</tr>
<tr>
<td>Aboriginal Legal Services (ALS)</td>
<td>12#</td>
<td></td>
</tr>
<tr>
<td>Commonwealth Ombudsman</td>
<td>13#</td>
<td></td>
</tr>
<tr>
<td>State Debt Recovery Office</td>
<td>14#</td>
<td></td>
</tr>
<tr>
<td>Child Support Agency</td>
<td>15#</td>
<td></td>
</tr>
<tr>
<td>Housing NSW</td>
<td>16#</td>
<td>Press 2 when the recorded message starts</td>
</tr>
<tr>
<td>CNSP Hotline</td>
<td>17#</td>
<td>Advice on chronic health problems</td>
</tr>
<tr>
<td>Vacant</td>
<td>18#</td>
<td></td>
</tr>
<tr>
<td>Vacant</td>
<td>19#</td>
<td></td>
</tr>
<tr>
<td>Indigenous Women</td>
<td>20#</td>
<td></td>
</tr>
<tr>
<td>ALS Dubbo</td>
<td>21#</td>
<td>Bathurst and Wellington</td>
</tr>
<tr>
<td>D&amp;A Speedylink</td>
<td>22#</td>
<td>Bathurst and Wellington</td>
</tr>
</tbody>
</table>
Currently bail legislation is under review and the law may change, however at the date of publication the following information on bail is correct.

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

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

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

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

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

### Acceptable Person

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

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

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

If bail has been granted, but conditions cannot be met

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

### Bail applications/review

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

### If bail has been refused

You can only apply for a second hearing if you meet the criteria for a second application:
- you had no legal representation in your first bail hearing, or
- the first application was not heard by a magistrate, or
- there is further information not previously presented in a bail application, or
- circumstances relevant to the granting of bail have changed.

### Security

Sometimes the Acceptable Person has to lodge a sum of money, or deeds to a property, to guarantee that you will comply with your bail conditions. If you do not comply with these conditions or attend court then this Acceptable
Person will not receive their money back. This is known as security. The Acceptable Person will need to bring some proof that they really have this money or property. They will need to supply a bank statement or mortgage papers.

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

To prove ownership of the money, it:
- must be in the Acceptable Person’s bank account for at least 5 working days
- cannot come from a business account
- cannot come from a credit account or credit card
- must be signed by both signatories of the account if it is a joint account
- cannot come from a trust account.

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

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

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

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

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

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

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

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

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

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

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

Other legal services are also available for extra support and assistance about your legal concerns.
An appeal is a request to a court to change a decision about being found guilty of a crime. You can lodge an appeal against your conviction before you are sentenced.

Lodging an appeal

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

You will need to explain why you did not lodge your appeal within the 28 days.

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

If you are lodging an appeal from the District or Supreme Court you have to appeal to the Court of Criminal Appeal. You will also have to appeal, but you must do this within 3 months of the date you were sentenced. This is known as seeking leave to appeal and you will have to lodge another form called the Notice of Intention to Seek Leave to Appeal. You will need to explain why you did not lodge your appeal within the 28 days.

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

If you do not put in your appeal within 28 days, you have to seek permission from the court to appeal. The court may allow you to apply for more time so you can prepare and lodge your appeal, but you must do this within 3 months of the date you were sentenced. This is known as seeking leave to appeal and you will have to lodge another form called the Notice of Intention to Seek Leave to Appeal. You will need to explain why you did not lodge your appeal within the 28 days.

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

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

Legal Information Portal

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

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

The portal has a Sentencing Table with examples of typical sentences for different crimes and an explanation of common legal terms. There is information from the Legal Aid NSW website and information on Housing, Social Security, Centrelink, Employment, Criminal Records, State Debt Recovery Office fines, and Child Support Agency payments.
If you appealed against the length of your sentence and it has been allowed, the Court will normally reduce your total head sentence and/or your non-parole period. If you have appealed against your conviction and the appeal has been allowed, your original conviction will be quashed and you’ll either be found not guilty or a retrial will be ordered.

**Crown appeals**

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

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

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

See the Legal Services section of this Handbook for more information on how you can contact them.
8. Victims’ Compensation Levy (VCL)

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

The court will calculate the VCL as follows:
- 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 in your account. The amount deducted will depend on the amount of money you earn.

9. Correctional centre offences

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

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

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

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

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

10. Rights & obligations

<table>
<thead>
<tr>
<th>Right</th>
<th>Obligation</th>
</tr>
</thead>
<tbody>
<tr>
<td>R... You have the right to be treated with respect, impartiality and fairness by all staff.</td>
<td>O... You have an obligation to treat others, both staff and inmates, in the same manner as you expect to be treated.</td>
</tr>
<tr>
<td>R... You have the right to freedom of religious affiliation and voluntary religious worship.</td>
<td>O... You have an obligation to recognise and respect the rights of others in this regard.</td>
</tr>
<tr>
<td>R... You have the right to expect a bed to yourself, clean linen and clothing, access to shower and laundry facilities for cleanliness.</td>
<td>O... It is your obligation to maintain tidy and clean living quarters and clothing, and to keep a good standard of personal hygiene. It is also your responsibility to maintain clean shower/laundry facilities.</td>
</tr>
<tr>
<td>R... You have the right to health care, including nutritious meals, regular exercise and dental treatment.</td>
<td>O... It is your obligation to seek medical and dental care as you need it, use the facilities for exercise, avoid use of harmful substances and not to waste food.</td>
</tr>
<tr>
<td>R... You have the right to receive visits and correspond with family members and friends.</td>
<td>O... 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>R... You have the right to participate in education, vocational training and employment as far as resources are available and in keeping with your interests, needs and abilities.</td>
<td>O... You have the obligation to abide by the regulations governing access to such services or activities if you choose to make use of them.</td>
</tr>
<tr>
<td>R... You have the right to a healthy and safe work environment.</td>
<td>O... You have the obligation to report hazards, accidents and injuries, to follow instructions for safe work practises and maintain and use equipment provided for health and safety.</td>
</tr>
<tr>
<td>R... You have the right to expect to be heard on issues that affect you.</td>
<td>O... You have the obligation to make yourself heard in a manner that is not detrimental to the good order and security of the centre, ie: through established channels or by taking a proactive approach and participating in inmate committees which lead to the improvement of the individual, the system and its processes.</td>
</tr>
<tr>
<td>R... You have the right to have possessions, which were legally purchased or acquired according to the property policy of Corrective Services New South Wales.</td>
<td>O... You have the obligation to ensure that any article in your possession is not altered or used for other purposes and that it was legally issued or obtained.</td>
</tr>
</tbody>
</table>
It is important that you participate in case management. It is the way you can address the issues that brought you to gaol and to show others, for example your family and the State Parole Authority, that you are serious about not returning to gaol. It is up to you to take an active part in case management. By participating you can increase your likelihood of progressing to a lower classification and getting access to privileges and programs.

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

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

- **Case notes**
  Staff involved in your management make comments in OIMS (the electronic Offender Integrated Management System) about your progress. Wing officers fill in running sheets about your day to day behaviour.

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

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

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

Your classification determines which correctional centre you will be sent to. Your classification may be lowered over time by:
- following your case plan
- taking part in programs that address the reasons that brought you into custody
- behaving well in custody and not committing correctional centre offences (see Section 9 of this book)
- the time you have served.

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

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

### Maximum security

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

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

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

### Medium security

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

### Minimum security

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

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

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

### Case management file

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

Case Management Teams (CMT) will have access to all this information when reviewing your placement and classification. If you are being released to supervision, probation and parole officers will review your details when preparing your pre-release report so they can outline your progress to the State Parole Authority.

### Access to your case file

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

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

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

The process for reviewing classification, placement and case plan is as follows: the Case Management Team will meet with you and make recommendations. These recommendations and any others from the General Manager, Manager of Security and Manager Offender Services and Programs will then...
Probation and Parole Officers (PPOs) work in all correctional centres. If you are eligible for parole, a PPO will contact you well before your release date. They may prepare a report for the State Parole Authority (State offences) or Commonwealth Attorney General (Federal offences) if needed.

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

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

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

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

Your parole officer will explain the conditions of your Parole Order, and your reporting obligations. They will let you know where and when you need to report to your probation and parole officer after you are released.
14. Offender Services & Programs (OS&P)

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

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

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

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

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

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

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

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

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

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

    - **Mothering at a Distance**
      Helps mothers use their visiting times with their children to develop better relationships with their kids. It also aims to reduce the trauma caused by separation of mother and child.

    - **Out of the Dark**
      Helps women who have been in violent relationships or violent homes to look at the issues and the impact family violence has had on their lives.

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

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

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

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

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

- **Services to help you through**

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

- **Centrelink & Housing NSW**

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

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

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

  You can call Housing NSW on CADL, press 2 then 16# after the prompt. They are number...
Believe more deeply. Hold your face up to the Light, even though for the moment you do not see.”

Bill Wilson (co-founder of AA)

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

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

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

Leading up to your release some correctional centres have expos, where agencies such as Centrelink and Housing NSW send people to provide you with information. They can answer questions you might have about organising Centrelink payments and housing arrangements when you are released. Staff will also be able to help you make phone calls to the right people to ask questions about these things.

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

- Employment

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

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

Employment agencies often come to expos. At the moment, Corrective Services is making arrangements to assess your job capacity (your ability to be employed) before you are released. This is mainly for inmates who had problems getting and keeping a job before coming into custody.
It is recommended that you talk to OS&P staff in Education about references for jobs and resumes. Ask their advice on how work in a correctional centre can help you when you are released.

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

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

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

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

The Mothers and Children’s Program at Jacaranda Cottage and Parramatta Transitional Centre allows your pre-school aged kids to live with you, if you meet the criteria. Children up to 12 years of age can stay at weekends and school holidays. For more information go to Section 17 of the Handbook.

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

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

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

Sometimes SORC or the State Parole Authority might recommend you see a psychologist. If you’re worried about seeing a psychologist you can have an initial meeting with the psychologist to discuss your concerns and whether you want to continue with appointments.

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

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

- You can improve literacy, language and numeracy skills to a level equivalent to Year 10. There are courses in English as a Second Language, Communications and Aboriginal Studies in some centres.
- Courses that develop literacy and communication skills will help you to participate in the offence-related programs you might be required to do as a result of your LSIR assessment.
- Vocational education and training include Information Technology, Horticulture, Visual Arts and Contemporary Craft. TAFE NSW and other providers deliver courses in Hospitality, Animal Care and Management, Parenting Skills, First Aid and OH&S.
- There are courses that help you prepare for post-release employment such as Workplace Communication, Job Seeking Skills, Work Readiness and Preparation for Release.
- Traineeships are structured programs of work and training and are available if you have twelve months or more left to serve. Traineeships such as Textile Care, Transport and Distribution, Business Services, Customer Contact and Retail Operations are available in some Corrective Services Industries.
- Distance education is an option if you are located in areas with a limited education service or are studying at a level not provided by AEVTI or TAFE, for example enrolment in the Tertiary Preparation Program that leads to higher education.
- You can transfer your enrolment from one correctional centre to another if the course is available.

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

Remember, learning can be fun!

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

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

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

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

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

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

All sentenced inmates (including inmates on appeal) are encouraged to work. Jobs may include:
- working in food services (kitchen)
- working in hygiene operations (cleaning)
- clerks/library clerks
- working in ground or centre maintenance (maintaining lawns or general maintenance)
- milk processing, dairy production
- Contact Centre
- Logistics.

### Traineeships

Twelve months left to serve is required to complete a traineeship. If you meet the selection criteria you are encouraged to participate in traineeships. This means you can work with CSI and do educational programs to receive a recognised work qualification.

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

### Wages

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

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

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

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

### Work Release Program

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

You get these jobs based on your merits and you are paid the same rates as other workers in the city. The Work Release Program gives you the chance to learn new life skills (such as saving money) and job skills in a work location outside of the correctional centre environment. These skills will help you when you are released. To be on the Work Release Program you need to be a Category 1 classto. To find out more about whether you can apply to be part of the Work Release Program speak to either your case officer or classification clerk.

### Employment portal

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

The Mothers and Children’s Program consists of the Full Time Residential Program and the Occasional Residence Program. If you are accepted into the program you will still be required to do other OS&P programs that are part of your case plan. However, because of your parenting commitments suitable variations can be made on a case-by-case basis.

- **Full Time Residential Program**
  If you had children under six living with you before you came into custody you can apply for the Mothers & Children’s Program at Jacaranda Cottages at Emu Plains and Parramatta Transitional Centre. When or if you are minimum security your children under six can live with you full time, or you can share parenting with the children’s father, family or approved carers.

- **Occasional Residential Program**
  If you have children up to the age of twelve you can apply for the occasional residence program. Children can come and stay with you overnight, weekends and school holidays if you meet the criteria.

- **How to apply**
  Apply as soon as you come into custody for both these programs, particularly if you are pregnant. It doesn’t matter if you’re not sentenced, you should still apply.
  Tell any staff member you want to apply, or speak to the Coordinator of the Program who visits some centres regularly. You can make a written application which staff will send in for you, or staff can make a referral directly to the Coordinator.

  The Mothers and Children’s Program Coordinator will meet with you and talk about your application. She will tell you about the process for approval and how you can help. The Commissioner makes the final decision on participation.

- **Parenting programs**
  There are parenting programs available at times in correctional centres. These programs can help develop your skills as a parent and improve your relationship with your child by helping you to understand children’s needs and behaviour.

- **Quotes from participants in the Mothers and Children’s Program**
  "It is a great atmosphere for the kids. It doesn’t feel like prison for them. They have groups, pre-school and outings like shopping and swimming lessons. The houses are great, very secure. Older kids go to the movies and stuff like that and during the Easter holidays they had the animal farm come out."

  "The program focuses on the children, and them having a connection with their parents while incarcerated. Facilitators support us and make it heaps easier for us. Being able to spend time with the kids is the best thing."
18. Health services

If you become ill or have any health concerns, each correctional centre has a health centre 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.

When you come into custody you will go through the health screening process. You will be referred to Justice Health if you need more help. Justice Health has nursing staff, pre-natal and post-natal services.

- Health Care Interpreter Service
  The Health Care Interpreter Service is available for inmates who have difficulties speaking or understanding English. They are interpreters who have had special training which allows them to assist with communication between medical staff and inmates. Please advise the health centre staff if you require this service.
  Do not use other inmates or staff as interpreters, as they may not be familiar with the issues and therefore not reliable.

- Reception assessment
  On your arrival at the correctional centre a nurse will ask you questions about your health and family medical history. The information you provide is confidential and will only be available to health care professionals for use in your ongoing medical care. Sometimes it is necessary for information to be given to Corrective Services staff so such things as transport and accommodation needs can be arranged. Justice Health staff will ask you to sign a permission form before this information is given to Corrective Services. If you have any queries about which information is confidential and which is passed on, please ask the nurse.

- Justice Health centres
  The health centre (sometimes called the clinic) is open each day in all women’s centres. Some centres have different operating hours. The nurse can assist you in most health care matters and give you 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, women’s health, midwife, mental health, drug and alcohol and public/sexual health.

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

- Medication
  All medication prescribed by the doctor is provided free-of-charge to patients. If you usually manage your own medications when you are at home you might like to speak to the nurse about obtaining a months supply of your medications at a time. This will enable you to take them yourself each day without having to wait for the nurse to bring them to you or having a officer take you to the health centre to pick up your tablets.

- Patient Information Booklet
  Ask JH staff for a copy. Free calls on CADL for Hep C Helpline, Mental Health Line, Quit Line and CNSP Hotline are listed on page 17. CNSP gives advice on chronic health problems.

- Specialist doctors
  A number of specialist services are provided on referral from the doctor. After a full examination the referring doctor will organise an appropriate specialist for you to see, should it be considered necessary.

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

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- Specialist doctors
  A number of specialist services are provided on referral from the doctor. After a full examination the referring doctor will organise an appropriate specialist for you to see, should it be considered necessary.

Please note that there is usually a waiting period to see specialists.

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

- Dental services
  Dentists are available at Emu Plains, Silverwater Women’s and Wellington Correctional Centres. You need to phone for an appointment using the free call on CADL - press 2, then 04# after the prompt.

Residents at Bolwarra Transitional Centre will be referred to Emu Plains Correctional Centre and residents at Parramatta Transitional Centre will be referred to Westmead Hospital. In an emergency, you can call the Dental Hotline:
  - enter your MIN
  - enter your PIN
  - press 2
  - press 4
  This is a free call.
Mental health services
Most correctional centres have access to a mental health nurse, a psychiatrist and a psychologist. If these facilities are not available at the correctional centre then patients can be referred to the relevant service within Justice Health. At the Long Bay Correctional Complex there is a Forensic Hospital and a mental health unit within the Long Bay Hospital that has the capacity to take women. The health centre nurses can make referrals for these services.
Inmates can contact the Mental Health Hotline to express concerns about their mental state, receive counselling or to enquire or make complaints about mental health services provided in NSW.
Mental Health Line (24 hours a day) on CADL - press 2, then 099 after the prompt.

Alcohol & Other Drug services
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 will need to seek medical attention. You should seek help from health centre staff. If you are Aboriginal you may wish to find out if there is an Aboriginal Counsellor/Worker in your centre and make contact with them.

Methadone (biodone)/buprenorphine
Methadone (biodone)/buprenorphine programs are available at some correctional centres to inmates who are dependent on drugs such as heroin. These programs aim to improve your health and well-being by addressing your addiction to drugs.
Often, you will be able to participate in community-based methadone/buprenorphine programs after you have been released. Ask a Justice Health nurse, custodial officer or OS&P staff about an application form to be assessed for this program.

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

Public health
The public/sexual health nurse offers information and testing for hepatitis B and C and HIV as well as education about public and sexual health issues. You will be interviewed at reception by a nurse and referred as necessary. You can be referred or tested at any time during your time in prison.
Justice Health provides counselling, testing, and support of any sexually transmitted infections including HIV and Hepatitis, in a confidential and supportive environment.

Health promotion
You should have been given a Health Promotion Diary at Reception. The diary includes lots of helpful tips to keep yourself healthy in custody. If you haven’t got one ask the OS&P staff for a copy.
The Health Survival Tips Program is a short workshop which provides lots of information about how you can keep yourself healthy in custody. All inmates must attend the Health Survival Tips Program within 2 weeks of reception. Ask the OS&P staff in your centre for details.
You may be at risk in custody of catching Hep C, Hep B or HIV if you participate in unsafe behaviour. Not everyone comes into custody with a drug problem but some people end up using. If you use drugs, make sure you use them safely.
Don’t share a fit, or other equipment used for injecting drugs, tattooing or body piercing. Sharing is the easiest way to catch Hep C, Hep B and HIV.

Fincol disinfectant is freely available in dispensers at all centres. You should use it to clean items that might spread diseases. Don’t share other personal items like razors, tattoo and body piercing equipment or toothbrushes. Remember! Love is no protection from getting HIV or Hep C, so always use a dam when you have sex. These are available free-of-charge from vending machines at all female centres.

For information about Hep C call Hepatitis Helpline on CADL, press 2, then 03#.
You can help maintain your general wellbeing and promote good health by keeping your living area clean. Make sure you shower daily and keep your clothes and linen clean. Eating healthy food and exercising regularly will also help keep you in good health and looking good.

Hygiene
It’s important to remember that gaol isn’t the cleanest place. You’re sharing a small place with lots of other people and it’s very easy for sickness to spread.
There are a few things you can do to keep yourself clean and stop others getting sick:
- Wear throughs if you have communal showers to stop the spread of lice.
- Keep your cell and unit clean. It’s your responsibility to clean it.
- Wash your hands all the time, especially after going to the toilet and before handling food.
- Remember that you are sharing space with lots of other people and it’s really important to have a shower for your hygiene and for others.
- Gaol will provide you with toothpaste, a toothbrush, soap and sanitary items but you’ll need to buy your own shampoo and deodorant. These are things you really should buy.

If your head is really itchy you may have head lice or nits. It’s very important if you think you might have head lice or nits to see the health centre immediately. It’s important to do something about this straight away as they spread very very quickly. See the next page for more detailed information on head lice.

Family-Friendly Mental Health Service
Justice Health’s Family-Friendly Mental Health Service (FFMHS) and the NSW Family & Carer Mental Health Program give help to families who are carers of a family member with mental illness. Families and carers can get support to keep going in their important caring role in a sustainable and satisfying way. This in turn supports longer term gains in patients’ health, recovery and quality of life.
The JH Family & Carer Consultant has developed a resource package to assist carers. Client Liaison Officers are contacts for enquiries about patient care and feedback on Justice Health Services.
Call to get a resource package and further assistance:
Family & Carer Consultant
PO Box 150
Matraville
NSW 2035
Ph: (02) 9700 3000

Preparing for release
Before you are released ask a Justice Health nurse to provide you with a health summary and referrals to help with your AOD issues or other health needs. They can also help you arrange community based methadone or buprenorphine appointments. The Justice Health Connections program can help make these kinds of appointments. Justice Health staff and OS&P staff can refer you to this program. See section 26 of this Handbook for more information about the Connections program.
For people with chronic conditions a Care Navigator can help you to access support services post-release. Ask at your gaol’s health centre.
**Head lice**

Head lice are tiny insect parasites that live on the human head and feed on the scalp. They don’t carry diseases and are not dangerous. Their eggs (nits) are attached to the hair shaft.

Head lice are spread by head-to-head contact with another person, for example when hugging. They can run from one head to another in seconds.

Lice and nits are not transferred on hair brushes, combs, clothes or bed linen. Head lice don’t carry diseases and are not dangerous. Sand, dandruff, flakes of hair spray, ants, lice? What other things can be mistaken for head lice?

**What other things can be mistaken for head lice?**

Sand, dandruff, flakes of hair spray, ants, aphids or other small insects can be mistaken for head lice and nits.

**What if I find head lice?**

- Report to health centre for treatment options.
- Check to see if anyone else has head lice.
- Use Malathion Lotion to treat the lice.
- People who can’t use insecticides should use the 10-Day Hair Conditioner Treatment.
- When the treatment is completed, with all the lice and nits removed, check the hair regularly e.g. weekly, for further infestation.
- Early detection and treatment can prevent spread of lice to others.

**How do I look for head lice?**

Unless numerous head lice are visible, ‘dry’ head checks are unreliable due to the speed at which the lice can move. To check for head lice:

- Carefully comb plenty of hair conditioner through the dry hair.
- Ask the health centre for a metal fine-tooth ‘nit’ comb and comb again in sections.
- The conditioner slows the lice down so they can be trapped in the comb.
- Wipe the combings on a white paper towel and examine them for lice in strong light.
- Use a magnifying glass, if possible, to examine the scalp in strong light, especially behind the ears and on the nape of the neck.

**Signs of head lice**

The first sign of head lice is usually an itchy scalp because the head lice saliva reacts with the skin. Itchiness can take weeks to develop. If you have had head lice more than once the skin can become desensitised and there may be little or no itch.

Adult lice are dark brown and about 2-3mm long (see photo.) Hatchlings (young lice) are a lighter brown and about 1 to 2mm long.

Crawling lice can be seen in the hair but they can move at 30cm per minute and can be difficult to spot. Nits may be seen attached to the hair shaft. They are very small, are grey-white in colour and about the size of a grain of salt (see top photo, left.)

**Malathion (Insecticide Treatment for Head Lice)**

**WARNING:** The following people should NOT use Malathion insecticide:

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

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

**How to use Malathion**

- Rinse out any conditioner in your hair as it may deactivate the insecticide.
- Apply lotion to dry hair. Lift hair in sections, saturate with lotion, combing through from scalp to ends of hair. Pay particular attention to treating behind the ears and the nape of the neck.
- Wash hair after 8-12 hours. Comb out hair in sections with a fine-tooth ‘nit’ comb to remove dead lice.
- Wipe combings on white paper and check the lice are dead.
- As insecticide may not kill eggs, repeat the treatment after 7 days, and again after 14 days to kill any newly hatched lice.

**Cautions and Advice**

- Treatment should not be started unless a living, moving louse is found.
- Asthmatics can use Malathion shampoo instead of lotion to avoid the vapour.
- If there is contact of product with the eyes, rinse out immediately with water.
- Wear gloves or wash hands thoroughly afterwards.
- Avoid excess treatment as further irritation can occur.
- All steps in treatment must be thorough; identifying lice, application of product and checking that all lice are dead after treatment.
- All lice should be dead the morning after treatment. If they are not, this could indicate the treatment was not applied correctly and it should be repeated more carefully. If the treatment was used correctly, live lice could indicate the lice are resistant to the insecticide and an alternative treatment must be tried.

**10-Day Hair Conditioner Treatment**

This treatment involves extending the method used to detect lice by combing conditioner through dry hair every one or two days over a ten day period to remove live lice and nits.

The conditioner works by immobilising the lice so they are easier to trap in the teeth of a ‘nit’ comb. Conditioner also makes combing easier.

Nits hatch 7-10 days after being laid on the hair shaft. The reproductive cycle is broken by combing out the emerging hatchlings before they can mature and lay further eggs.

What to do:

- Saturate dry hair with conditioner.
- Use white conditioner if possible to see lice more easily.
- Comb conditioner through hair with ordinary comb to remove tangles.
- Section and comb hair thoroughly with ‘nit’ comb in four directions; forwards, backwards, left and right.
- With eaching combing, wipe comb on white paper towel and examine for lice with a magnifying glass, if possible, in strong light.
- Repeat process every one or two days for 10 days e.g. Tuesday, Thursday, Saturday, Sunday, Tuesday, Thursday.
- Every time you find adult lice, you need to start again from Day 1, as new eggs may have been laid by the adult lice.
- Check for reinfection once a week for at least 4 weeks after successful completion of the 10-day treatment. Apply plenty of conditioner and use the full combing technique each time to make examination more effective.

**Removing Nits**

Some eggs will be removed by combing but you may need to use your fingernails to remove as many as possible from hair shafts. If you miss any eggs, hatchlings will be removed during combing. Remember only nits within 1cm of the scalp will hatch. Eggs that have grown further out with the hair shaft will already be hatched or dead.
Restorative Justice Programs help people recover from crime and its after-effects. It encourages offenders to take responsibility for their actions and impact on others and promotes the idea of making amends, showing compassion, healing and forgiveness.

In a Victim-Offender Conference you can meet with the victims of your crime, or their family. You can talk about what happened, how people have been affected and what could be done to make things better. This is an opportunity for you to take responsibility for what you did and try to put things right. You can bring along the people who can give you support.

The father of a murder victim applied to the Restorative Justice Unit to meet the offenders responsible. He wanted to find out why his son was murdered and the facts of how he was murdered.

A victim offender conference was facilitated with one of the offenders by someone from the Restorative Justice Unit. The offender gave a full account of why the young man was murdered and the specific facts of the murder. She acknowledged that the derogatory statements about the deceased presented at court were a fabrication. An outcome agreement was reached.

The offender reported that she felt so small in front of the father of the deceased but answering all his questions openly was important as she can now stop living behind all the lies.

In a Family-Group Conference, you and your family can sort out problems or issues that have resulted from your crime. Talking and working things out together can really help make your return to the community easier for everyone.

Marilyn’s mum had broken off contact with her, because Marilyn had broken too many promises. Marilyn wanted her mother’s support when she tried again to beat the drugs.

At the family-group conference, a contract was made that Marilyn would have to honour before her mother would support her again. The contract involved three members of the family, a Community Services worker, and a community support agency worker.

Marilyn now feels that a lot of old hurts have been aired and dealt with, and that she has some achievable goals for her release. She also has a sense of hope about being reunited with the family.

Each person’s situation is different. No two restorative justice conferences are the same, addressing the particular issues of the offence, and resulting in different personal outcomes.

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

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

Restorative Justice Unit
Ph: (02) 8346 1054
20. Chaplaincy Services

There are full-time chaplains in most correctional centres and a team of visiting chaplains from various faith and cultural backgrounds. These chaplains are available to provide you with spiritual support and guidance. The full-time chaplains can arrange for someone of your faith to see you.

Corrective Services policy provides for various significant religious and cultural events to be observed and celebrated throughout the year. The chaplains can advise you about these events and assist in the organisation of them.

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

The chaplains organise and oversee the distribution of religious books and religious items.

**Make sure that any religious books or items you acquire are put on your property card before you are moved to another correctional centre. Any property you have that is not on your property card will be taken away.**

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

Statewide Disability Services (SDS) work with people in custody who have one or more of the following disabilities:

- Acquired Brain Injury
- Aged Frail
- Autism Spectrum Disorder (Autism or Aspergers)
- Dementia
- Intellectual disability
- Physical disability
- Hearing disability
- Vision disability

Some of the ways that SDS can help are:

1. **Programs**
   If you have a disability that is making it hard for you to join programs that are run in custody or by COS, SDS can work with the staff to assist with making programs more accessible. This might include:
   - providing resources to help you in the program
   - assisting staff with making adaptations to programs where possible
   - assisting staff to identify programs more suited to your needs.

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

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

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

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

5. **Pre Release Planning**
   If you are in custody, SDS can work with the staff in your gaol on your pre release planning. This may involve referring you to disability services in the community or assisting you to find accommodation or other services in the community.

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

7. **Resources**
   If you have an intellectual, physical, vision or hearing disability, SDS can provide some resources to meet your needs.

   These resources include material items (e.g. magnifiers, TTY phones), programs (e.g. programs for people with intellectual disability) and access to support people (e.g. court, investigative interviews, SPA.)
22. Language & cultural services

- **Interpreters**
  If you, your cellmate or friends have problems communicating in English, tell staff. Interpreters can help you during staff and legal interviews, medical appointments, classification and other times. The Telephone Interpreter Service (TIS) is available 7 days a week/24 hours a day. It can also be used by your family if they can’t communicate in English (e.g. when booking a visit).

  Corrective Services employs multi and bilingual people as CLAS officers whose role is to give you and your family on-the-spot assistance for simple matters such as explaining correctional centre routine and how to get in touch with staff.

  Information in Arabic, Chinese and Vietnamese is available on:
  - Corrective Services Support Line (CSSL) - see posters in your centre
  - urinalysis - ask staff for an information sheet
  - Visiting a Correctional Centre (a resource for families and friends) - ask staff to print a copy from the internet
  - housing - ask staff to print information from the intranet.

  See Section 27 for more information about CSSL.

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

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

- **Foreign nationals**
  If you are not a resident of Australia OS&P staff can help you contact your embassy or consulate.

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

- **Deportees**
  If you are not an Australian citizen or permanent resident you may be of interest to the Department of Immigration And Citizenship (DIAC). Inmates of interest to DIAC may be deported. If you are of interest to DIAC, your classification, placement and participation in programs may be restricted. For more information, ask OS&P staff and the classification co-ordinator in your correctional centre to assist.

23. Aboriginal services

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

- **Regional Aboriginal Project Officers (RAPOs)**
  RAPOs provide advice and support on available programs and services in correctional centres. They can get in touch with family and give advice and guidance to you while you are in custody. If you think another woman needs help in any way, let the RAPO know. Ask other staff who your RAPO is.

- **Aboriginal Client Services Officers (ACSOs)**
  ACSOs are based in the community. They provide post-release support for Aboriginal offenders who are under Community Offender Services supervision. ACSOs are attached to the Community Offender Services offices in the community at 15 different locations. There are also 4 specialist ACSOs who help with AOD problems. ACSOs help Probation and Parole Officers to provide culturally sensitive supervision.

  ACSOs can be found at:
  - Bathurst
  - Blacktown
  - Bourke
  - Broken Hill
  - Coonamble
  - Dubbo plus ACSO program support
  - Forbes – AOD specialist
  - Kempsey
  - Lake Macquarie/Newcastle
  - Lismore – AOD specialist
  - Moree
  - Mt Druitt
  - Newtown plus ACSO program support
  - Wagga Wagga
  - Wollongong

- **Other resources**
  Some community resources to help you are:
  - Aboriginal Medical Service
    Ph: (02) 9319 5823
  - Aboriginal Legal Service
    Ph: (02) 9318 2122
  - TAFE Aboriginal Education Unit
    Ph: (02) 9217 4847

  There is also an Aboriginal handbook available in all correctional centre libraries.
24. Help from the outside

- **Community Restorative Centre (CRC)**
  CRC Head Office
  174 Broadway
  (cnr Shepherd St.)
  Broadway NSW 2007
  Ph: (02) 9288 8700

CRC is a community organisation dedicated to changing lives and reducing crime by supporting prisoners, ex-prisoners and their families and friends. We help people to overcome the problems which can put them at risk, such as addiction, homelessness and unemployment. We help those who have got into trouble and work with their families and communities, giving them the support they need to gain skills and develop stable, independent lives.

**SHINE for Kids**

SHINE for Kids is a statewide service for children of inmates and their families. It allows children to feel supported, have fun and enjoy visiting their mum or dad in prison. SHINE for Kids provides services aimed at building and maintaining good relationships between children and their parent in prison. They provide child and family activities such as:

- activities within prison visits
- child and family centres
- child minding during visits
- supported children’s transport - to visit their parent in prison
- video visits - using technology to keep families connected
- child/parent activity days - held within prisons
- child and family support
- group work programs for children carers
- education support
- Aboriginal specific programs

SHINE for Kids also provide Group Work programs for kids and the people that are caring for them while their parents are in gaol. These programs use fun activities to help the kids to feel less alone, build resilience and to be able to communicate better with other people and strengthen their relationships.

Activities include:
- peer support programs held in the community or in schools
- school holiday programs
- day trips
- groups for carers.

**SHINE Mentoring Program**

This gives children and young people stability by providing a supportive, caring and non-judgemental relationship with an adult mentor. The trained volunteers meet fortnightly with the child and they do activities and go to events together. These relationships are on-going for at least a year, but many now go for more than three years.

SHINE for Kids is located across NSW. To find out more go through your case officer or the Offender Services & Programs staff. Your family can contact:

**Silverwater Complex Office**
Ph: (02) 9714 3000
Fax: (02) 9714 3030
enquiries@shineforkids.org.au

**Bathurst Office**
Ph: (02) 6332 5957
Fax: (02) 6332 1633

**Cessnock Office**
Ph: (02) 4991 7417
Fax: (02) 4991 7418

**Junee Office**
Ph: (02) 6924 3222
Fax: (02) 6924 3197

**Kempsey Office**
Ph: (02) 6562 5901
Fax: (02) 6562 3718

**Parklea Office**
Ph: (02) 9626 0088
Fax: (02) 9626 1015

**Wellington Office**
Ph: (02) 6845 4666
Fax: (02) 6845 2622

**John Morony Office**
Ph: (02) 4582 2641
Fax: (02) 4572 0052

*“With the new day comes new strength and new thoughts.”*  
Eleanor Roosevelt
Prisoners’ Aid Association

Prisoners’ Aid is funded to offer services at Silverwater Women’s CC. They can arrange to transfer money from your bank account to your inmate account, exchange foreign currency and store some property. Property items that can be collected and stored are limited to clothing and personal papers. Furniture items cannot be collected. Property can be stored until 3 months after release. If you wish to contact Prisoners’ Aid for any purpose see your Services and Programs Officer.

Prisoners’ Aid can offer limited emergency financial assistance where funding permits, to people released from NSW Correctional Centres. Ex inmates are eligible for financial assistance up to 2 years after their release date. Partners of inmates are also eligible for assistance if children are being cared for while their partner is in gaol. Due to financial constraints emergency financial assistance may not be available at all times.

Prisoners’ Aid Association
174 Broadway
PO box 91
Broadway NSW 2007
Ph: (02) 9281 8863

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Women in Prison Advocacy Network (WIPAN)

WIPAN is an organisation run by a large group of women including ex-prisoners that aims to improve the human rights for women in the Criminal Justice System.

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

WIPAN
PO Box 345
Broadway NSW 2007
Ph: (02) 8011 0699

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Dress for Success Sydney

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

Dress for Success provides a mobile service to some correctional centres. This means they are able to provide professional looking clothing before you go to court or are released.

Officers at your Correctional Centre can refer you by downloading the ‘Appointment Form’ from the Dress for Success Sydney website (address below).

To be referred to Dress for Success after you’ve been released you’ll probably have to ask about them from one of the services that are helping you get back into the community. You could also ask your parole officer to refer you.

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

Dress for Success Sydney
Ph: 1800 773 456

www.dressforsuccess.org
(select ‘Sydney’ from the ‘Select Affiliate’ menu on the right)
25. What about my kids?

If there is no-one to care for your children while you’re in custody they will come under the care of Community Services.

If your children are in care, Community Services usually makes a temporary care arrangement that is agreed by you. This covers the children’s placement with a family member, friend or foster carer approved by Community Services. This is a legal arrangement that can last for six months. Contact Legal Aid, LEAP or your own lawyer for advice.

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

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

In some cases the children are returned to your care, e.g. if you successfully apply for the Mothers and Children’s Program.

Keeping calm can be hard but it is important that at all stages you show you are a loving and responsible mother.

- Custody of your kids
  If you know you can get custody of your kids after your release and need to show that you have suitable accommodation for them you may need to contact Legal Aid or LEAP. They can help you explain your circumstances to Housing NSW who will consider applications on a case by case basis.

26. Services to help you when you get out

There are many services in the community that can help you after you are released. OS&P staff or your Probation and Parole Officer can help you find the services you need.

As soon as you arrive in custody, it is important that you look at the exit checklists in the Planning Your Release Exit Checklist and look at the Getting Out Handbook. These books have lots of important information about such things as how to make Centrelink, Medicare and housing arrangements for when you are released. OS&P staff will also be able to help you organise these things. Start as soon as possible.

Once you are released you can refer yourself to many services. The easiest way to find out about alcohol and drug services is to ring the Alcohol and Drug Information Service (ADIS) on (02) 9361 8000 or 1800 422 599 (if you are outside Sydney).

- Community Restorative Centre (CRC)
  CRC Head Office
  174 Broadway
  (cnr Shepherd St.)
  Broadway NSW 2007
  Ph: (02) 9288 8700

See page 58 for more information about CRC.

- Justice Health Connections Program
  The Justice Health Connections Program can link you to drug and alcohol treatment services after you have been released.

Connections can also help you to link with general medical and community mental health services, Centrelink, getting an ID card or Medicare card and can help you with any other links to services that you might need. You may be eligible for the Connections Program if:
  - You are on methadone or buprenorphine or you have stopped methadone or buprenorphine in the 6 months before getting out.
  - You are pregnant or have had a baby in gaol.
  - You had a baby in the 6 months before coming into custody and your sentence was less than 12 months.
  - You had a sentence of more than 4 years and have a history of drug problems.
  - You have served more than 5 custodial sentences for drug related offences.
  - You have serious medical problems and a history of drug problems.

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

If you are eligible, a Connections worker will come to your centre and ask you some questions to get to know you and find out what kind of help you may need.

The Connections worker can start making appointments and arrangements for you for when you are released. They will tell you what they’ve arranged and who will help you when you get out.
After you have been released the Connections worker will help you for the first month. If you need lots of help and it can’t all be done within the first month, they may be able to help you for a bit longer.

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

**Alcohol & Drug Information Service (ADIS)**
Ph: (02) 9361 8000 or 1800 422 599 (if you are outside Sydney)

**SMART Recovery Australia**
Ph: (02) 9373 5100
www.smartrecoveryaustralia.com.au

**Alcoholics Anonymous (AA)**
Ph: (02) 9799 1199

**Gamblers Anonymous (GA)**
Ph: (02) 9628 5065

**Narcotics Anonymous (NA)**
Ph: (02) 9519 6000

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### Area Health Services

#### Greater Southern Area Health Service
- West Greater Southern
  - 1800 800 944 / (02) 9425 3923
- East Greater Southern
  - 1800 809 423 / 1800 677 114
  - (02) 9425 3988

#### Greater Western Area Health Service
- Greater Western
  - 1800 665 066
  - Broken Hill – (08) 8080 1556
- Greater Western
  - 1800 092 881
  - Dubbo – (02) 6841 2360
- Mid Western Area includes Bathurst, Orange, Cowra and Forbes Park. It does not include Lithgow and Dubbo which were originally on the list.
  - 1300 887 000

#### Hunter / New England Area Health Service
- Southern Hunter
  - (02) 4923 2060
- Northern Hunter / New England / Tamworth
  - 1300 660 059

#### North Coast Area Health Service
- North Coast
  - 1300 662 263
- Riverlands
  - (02) 6620 7612

#### Northern Sydney / Central Coast Area Health Service
- Northern Sydney
  - 1300 889 788
- Central Coast
  - (02) 4394 4880

#### South Eastern Sydney / Illawarra Area Health Service
- St George
  - (02) 9113 4444
- Illawarra
  - 1300 652 226
- Shoalhaven
  - (02) 4421 7897 / (02) 4422 9662

#### Sydney South West Area Health Service
- Sydney South West / Royal Prince Alfred
  - (02) 9515 6311

#### Sydney West Area Health Service
- Wentworth
  - (02) 4734 1333
- Western Sydney
  - (02) 9840 3355

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### 27. Enquiries, requests, complaints & applications

Formal avenues through which you can make enquiries, complain or raise issues of concern are set out in both legislation and Corrective Services policies and procedures.

You can make enquiries, complaints or raise issues of concern in the following ways:
- **locally, with correctional centre staff**
- **by telephone to the Corrective Services Support Line**
- **in person with an Official Visitor**
- **in writing to the Commissioner or Minister.**

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

#### Local enquiries to correctional centre staff
**See your case officer or wing officer**
Staff can often answer your concerns or questions. Some of your enquiries might have to be referred on to others, and it might take a few days or longer for you to get an answer. You may also be asked to fill in an Inmate Request Form.

**Fill in an Inmate Request Form**
All written requests, enquiries and complaints are entered in a register, which is checked once a week by a senior officer. Keep a record of the date you submitted your form, and who you gave it to. Where possible, you will be given a photocopy of your form but it is not always possible for this to happen.

**See a senior officer**
Some enquiries and requests have to be referred to a senior officer. Some of these include changes to accommodation, requests for an additional visit or a special phone call, or requests to speak to the General Manager or Manager of Security.

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

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

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

#### Telephone the Corrective Services Support Line (CSSL)
**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 01#

The CSSL operates Monday to Friday (except public holidays) between 9am and 3.30 pm.

The CSSL is a free telephone support service available to you in correctional centres and transitional centres. It is not available to your family or to other members of the public.

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

In a genuine emergency you may call the CSSL directly.

When calling CSSL you must verify your identity by providing your MIN, full name and date of birth. You may call on behalf of another inmate (e.g. if they don’t speak English) provided that inmate is present when the call is made.

The CSSL will take details of your complaint or enquiry. If it is a general enquiry the CSSL may be able to provide an immediate answer. If not, CSSL will email staff at your correctional centre for response and/or action. The CSSL can also refer matters to Justice Health and the State Parole Authority.

Correctional centre staff will advise the CSSL of the action they have taken. They should also advise you of the outcome. You may also telephone the CSSL again to find out what action has been taken.

The CSSL has no authority to resolve matters or make decisions on behalf of a correctional centre. The CSSL does not provide you with information on the nature of your offence or the outcome of classification reviews or parole hearings. The CSSL will follow up with correctional centres if you advise that you are having difficulty getting this information.

### Talking to an Official Visitor (OV)

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

- OVs usually visit centres fortnightly
- The General Manager must advise inmates when the OV is at the centre and provide an opportunity for inmates to speak to the OV

### Writing to the Commissioner or Minister

If the General Manager of the centre can deal with the matter you must first raise it with them before writing to the Commissioner or Minister.

### Writing to the NSW Ombudsman

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

The NSW Ombudsman:
- can’t review decisions made by courts, Ministers, or the State Parole Authority
- can refer matters to the Commissioner on your behalf
- can refer matters on to the Police or Independent Commission Against Corruption (ICAC).

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

NSW Ombudsman
Level 24
580 George Street
Sydney, NSW 2000
Ph: (02) 9286 1000
Free call on CADL, press 2, then 08#

Commonwealth Ombudsman
Free call on CADL press 2, then 13#

### Medical complaints

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

<table>
<thead>
<tr>
<th>Chief Executive Officer</th>
<th>Justice Health</th>
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<tbody>
<tr>
<td></td>
<td>PO Box 150</td>
</tr>
<tr>
<td></td>
<td>Matraville</td>
</tr>
<tr>
<td></td>
<td>NSW 2036</td>
</tr>
<tr>
<td></td>
<td>Ph: (02) 9700 3000</td>
</tr>
</tbody>
</table>

For specific issues about Mental Health Services, contact:

<table>
<thead>
<tr>
<th>Mental Health Hotline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free call on CADL, press 2, then 09#</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Health Care Complaints Commission</th>
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<tbody>
<tr>
<td>Ph: (02) 9219 7444</td>
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</tbody>
</table>

(ask for the Enquiry Officer) of free call on CADL, press 2, then 05#
28. Property & purchases (buy-ups)

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

■ Reception purchases
At the time of printing, arrangements can be made for a one-off purchase of tobacco for inmates newly received into custody. If you do not have the funds available at the time, money will be taken from your account as soon as it is available.

Warning: Smoking can be harmful to your health and the health of others.

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

■ General property
Visitors can leave approved property (such as underwear) for you at the correctional centre. Clothing must be new with tags and receipts supplied. You can also buy approved items through buy-ups/canteen.

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

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

■ In your cell 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 sanitary items and toiletries
- approved religious and cultural items.

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

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

■ 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:
- drinks, beverages
- food stuff, small goods
- biscuits, sweets
- special dietary requirements
- toiletries and personal hygiene items
- vitamins and dietary supplements
- cigarettes and matches.

On your arrival staff can tell you:
- how much you can spend 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 section 27 Enquiries, requests, applications and complaints).

■ Dietary needs
If your religious faith means you have special dietary needs, the Chaplain in your centre provides information so you can buy approved items from the buy-up list. A vegetarian diet is also available at all centres (see also Religion and Chaplaincy Services, Section 20).

■ Religious items
Approved religious items may be supplied to you by the Chaplaincy service. The articles are to be made of wood, plastic or low cost materials and you may be issued with one of any article applicable to your faith (see also Religion and Chaplaincy Services, Section 20).

■ Clothing
When you first come in you will be issued with clothing and other items. The quantity will be the minimal level to be maintained throughout your sentence. The General Manager may increase the quantity of clothing above the levels issued at reception in response to a request or to address employment or climatic conditions. You can have a quantity of personal underwear, but underwear bras may not be accepted. Clothing issued at reception is:

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>t-shirts</td>
<td>5</td>
</tr>
<tr>
<td>singlet</td>
<td>4</td>
</tr>
<tr>
<td>underwear</td>
<td>7</td>
</tr>
<tr>
<td>socks</td>
<td>7 pairs</td>
</tr>
<tr>
<td>pyjamas</td>
<td>2</td>
</tr>
<tr>
<td>brassiere/sports bra</td>
<td>4</td>
</tr>
<tr>
<td>hat or cap</td>
<td>1</td>
</tr>
<tr>
<td>shoes</td>
<td>1 pair</td>
</tr>
<tr>
<td>thongs</td>
<td>1 pair</td>
</tr>
<tr>
<td>washbags</td>
<td></td>
</tr>
</tbody>
</table>

You can also choose a maximum of 12 clothing items from the following:
- trousers
- shorts
- skirts
- shirts
- lightweight tracksuit top/sloppy joe
- lightweight tracksuit pants
- fleecy tracksuit top/sloppy joe
- fleecy tracksuit pants
- dressing gown.
There are a number of correctional facilities for women in NSW. They are:
- Silverwater Women’s Correctional Centre
- Emu Plains Correctional Centre
- Dillwynia Correctional Centre

Broken Hill, Wellington, Mid North Coast and Long Bay Hospital also accommodate women. A small number of women stay for short periods of time in units at Bathurst and Junee Correctional Centres. Oberon Correctional Centre is used for women to participate in the Adventure Based Learning (ABC) Program.

Women also reside at the Parramatta Transitional Centre and Bolwara Transitional Centre.

- **Silverwater Women’s Correctional Centre**
  Silverwater Women’s Correctional Centre (formerly known as Mulawa) is located in the Silverwater Correctional Complex, 21 km west of Sydney’s central business district (CBD).

  The Centre is a major reception and transit centre for women offenders in New South Wales. It accommodates women on remand, trial, appeal and sentenced with minimum, medium, maximum and escape security ratings. The centre is divided into a number of accommodation areas, special management units, a reception assessment and program planning unit, a medical annexe, a therapeutic program unit (Mum Shirl Unit) and the Mental Health Screening Unit.

  Everyone goes through a reception, screening and induction process and is given an initial security classification. Inmates have case management plans developed or reviewed and may be assessed by specialist staff for psychological, health, drug and alcohol and welfare issues.

- **Emu Plains Correctional Centre**
  Emu Plains Correctional Centre is a minimum-security centre situated 60 km west of Sydney’s CBD. The centre accommodates inmates with Category 2 (minimum supervision) and Category 1 (external leave) security classifications. It may also accommodate unsentenced women. The Mothers and Children’s Program is located at the centre in the Jacaranda Cottages.

  Inmates have the opportunity to participate in a large number of education, psychological, alcohol and other drugs, and pre-release programs including work release and day and weekend leave. The centre also has employment and vocational programs.

- **Dillwynia Correctional Centre**
  Dillwynia Correctional Centre is located near Windsor, 60km northwest of Sydney’s CBD. The centre has the capacity to hold up to 200 women. Dillwynia was the first purpose-built facility for women in NSW. The centre accommodates sentenced and unsentenced women of different security classifications.

  Dillwynia Correctional Centre provides a high level of access to intensive programs, services and work skills.

  The design of the centre provides for community living. The centre promotes respect, independence and responsibility to prepare women for release. Dillwynia encourages community and family relationships.

- **Wellington Correctional Centre**
  Wellington Correctional Centre is a minimum and maximum security institution for male and female offenders. It is situated in the central west, 360km north-west of Sydney and 50km south-west of Dubbo. Wellington CC is the reception prison for the Orana region.

  As well as Education, programs available at the centre for women include:
  - Getting SMART
  - Best Bet
  - Out of the Dark
  - Keeping Children Safe (facilitated by Barnardos)
  - Triple P (Parenting Program) to be facilitated in the future by Barnardos
  - Mothering at a Distance
  - Impact of Dependence
  - Nexus/pre-post release planning programs

  Reception, screening and induction take place on arrival at Wellington Correctional Centre for all new offenders. OS&P staff facilitate approved/accredited programs in a group setting, not one on one.
Barnardos has been providing programs for female offenders at the Centre. Other external agencies that visit the centre on a monthly basis include:
- Centrelink
- Housing NSW
- Child Support Agency
- Aboriginal Legal Service
- Legal Aid

Speak to correctional centre staff if you wish to have contact with any of these external agencies. Three Aboriginal Mentors are employed at Wellington CC.

### Bolwara Transitional Centre

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

Bolwara is a Drug Summit funded community-based pre-release residential program established in 2002 with a focus on Aboriginal women. It is designed for up to 16 women with significant histories of alcohol and other drug use and who have been in custody a number of times.

If you have drug or alcohol issues, a Cat 1 or Cat 2 classification and 3 to 12 months left to serve you can apply to go to Bolwara Transitional Centre.

While at Bolwara, residents have one on one case management and have the opportunity to participate in AOD programs, like AA, NA and the SMART program. You can participate in domestic violence programs, life management and life skills programs as well as having the opportunity to be involved with the Employment Plus program.

Residents are encouraged to attend counselling, education and employment in the community. Positive family relationships are encouraged with day and weekend leave for eligible residents.

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

A resident had been at Bolwara Transitional Centre (BTC) for a few months, after spending a number of years having problems with drugs and being in different prisons. During this time she had done about 18 OS&P and educational courses as part of her case management plan, but had spent the last 18 months working hard to get the opportunity to come to BTC.

During her time spent at BTC she participated in domestic violence programs, various AOD programs and had been involved with Employment Plus. Employment Plus helped set her up with a job interview and then offered to provide clothing, shoes and glasses for the interview and her time at work. She said that she had enjoyed the continued support these programs offered.

She said about being at Bolwara:

“Being here helps us learn time management and budgeting. One of the best things about being here is slowly transitioning us out into the community, driving us out to appointments but also being able to go by myself. I can go do shopping by myself and buy meat and salad and have a BBQ with my family when they visit.

Besides being a different way of doing gaol it is helping me and benefiting me in a lot of ways. I want a quality of life and this place has helped me get that, but unless you put 100% in you will walk out with nothing.”

### Parramatta Transitional Centre

Parramatta Transitional Centre (PTC) is located in North Parramatta.

The PTC houses 21 women, some with children. It is a community based residential program for female offenders (residents).

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

While at the PTC, the residents have a Transitional Centre Worker (TCW) as their case manager. Case management supervision is carefully followed at PTC and all residents are expected to be actively addressing issues surrounding their offending behaviour.

At the same time they can develop skills towards an independent lifestyle after being released. Residents are encouraged to find employment, to be active in the running and maintenance of their house, and to become a House Representative. The House Representatives are invited to attend staff meetings to discuss resident issues.

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

**How to apply:**
Inmates are assessed for PTC during the classification process. To be involved you need to be:
- a Category 1
- serving the last three to eighteen months of a sentence
- not on appeal
- not having any current alcohol or other drug issues
- not of interest to the Department of Immigration and Citizenship (DIAC)
- participating in programs in custody and considered to have been actively addressing their offending behaviour.
Inmates who have any child-related offences may not be suitable to be a resident at PTC. Ask staff to help you apply.

Residents are supported in progressing through to various stages of Day and Weekend Leave. Residents are expected to participate in the house and personal shopping, but also to participate in other community activities. At PTC, personal spending is monitored. Residents are expected to maintain a personal budget and are encouraged to save for their release.

This is an experience from a Parramatta Transitional Centre resident:

“Being part of a program like this, it’s great to be back out in the community to become a trusted inmate. We can go shopping at Westfield once a week, go to the local doctor and go for daily walks. The access to employment helps with confidence and makes that transition back into society easier. The staff here are different. Most come from the welfare background so they really want to help.”

**Wildlife Care Centre**

The Wildlife Centre is part of the John Morony Correctional Complex near Windsor. The Centre gives women the chance to work with local wildlife that may be sick, injured or orphaned. The Centre aims to rescue, rehabilitate and then release the animals, birds and others. It gives you the chance to work with NSW Wildlife Information, WIRES and the Sydney Metropolitan Wildlife Service.

This is a story from one of the women working at the Wildlife Centre, who was the caretaker there.

**Freedom With New Skills: Make A Difference**

“Did you ever have thoughts about working with animals? Did you ever dream about being a vet; working at boarding kennels; the RSPCA? Were you one of those kids that always brought stray animals home and had various creatures all over the house? Yeah me too! Anyway, fast forward a ‘few’ years and I find myself in custody yet again!! Truly shattered and feeling like a total waste of space. When you are a user you have a LONG criminal history and there are not too many options.

I knew how to cope in gaol… no surprises there really; the same old grind. How could I make things different?

I’d heard about the Wildlife Centre that was on the Windsor Gaol Complex but thought that it would only be for a select few. Wrong! It was...
Boronia

Boronia is a Community Offender Support Program centre that provides accommodation and support for women leaving custody and who have high support needs. It is located next to Bolwara.

Guthrie House

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

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

Wildlife Care Centre at John Morony Correctional Complex.

I have had some incredible experiences through the Wildlife Centre’s Program. The staff have been very supportive of my plans and always helped where they could along the way. They’ve shared their vast Wildlife knowledge with me and have always been patient with my twenty questions about the animals. I have been on great excursions to other wildlife parks and zoos with my TAFE course and have built up some excellent experience.

Through the Commissioner’s support of the Wildlife Centre there is now inmate accommodation available on the premises. I am now the Inmate Caretaker… so my hard work has paid off. Bottom line is that Dillwynia has this incredible sentence pathway available. If you are looking at a lengthy time in custody, you don’t have to waste it. Go and see your case manager, classo and education. Drive your own bus and you too could arrive at Wildlife. The rescue/rehab there isn’t just for the animals. I now have a life ahead with skills that get me a job I love… with wildlife. Learn to be free.”
After you are discharged from Guthrie House, support workers may be available to provide an outreach program so that you are supported after Guthrie.

To be accepted you have to be facing criminal charges, on bail or court-imposed bonds or on parole. If you have alcohol or other drugs issues you must have a commitment to recovery from addiction and other substance abuse. Priority is given to homeless women. Residents at Guthrie House say “You’ve got to be serious about making this decision” and “with freedom comes responsibility”.

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

To apply you may call Guthrie House yourself on (02) 9564 5977, or be referred by a Justice Health nurse or another welfare or legal service inside your correctional centre.

You can usually stay up to six weeks: this is dependent on your progress, need and housing options. There is a waiting list so get in touch as soon as you can. These are some of the things residents like most about Guthrie House:

- “Being drug free.”
- “You feel healthier about yourself.”
- “It’s not easy. You’re working on yourself every day.”
- “The staff are encouraging.”
- “You are left to your own devices, and it’s up to you to make that commitment to stay clean and take responsibility for yourself.”
- “Getting back to basics and being in an environment where everyone is trying to do the same thing.”

Guthrie House (02) 9564 5977

31. Glossary of terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>ACSO</td>
<td>Aboriginal Client Services Officer</td>
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<tr>
<td>AEVTI</td>
<td>Adult Education and Vocational Training Institute</td>
</tr>
<tr>
<td>AOD</td>
<td>Alcohol and Other Drugs</td>
</tr>
<tr>
<td>CADL or CTS</td>
<td>Controlled Telephone System, the telephone system used in correctional centres</td>
</tr>
<tr>
<td>Buy-ups</td>
<td>The system for the purchase of approved items and food for inmates</td>
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<tr>
<td>Classo</td>
<td>An inmate’s security classification and placement, which is approved by the CMT</td>
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<tr>
<td>CMT</td>
<td>Case Management Team</td>
</tr>
<tr>
<td>Contraband</td>
<td>Any banned or unauthorised items in a correctional centre (such as money, drugs, mobile phones, weapons, some food items, etc)</td>
</tr>
<tr>
<td>CRC</td>
<td>Community Restorative Centre</td>
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<tr>
<td>CSSL</td>
<td>Corrective Services Support Line</td>
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<tr>
<td>ERC</td>
<td>Escape Review Committee</td>
</tr>
<tr>
<td>Knock-up buttons</td>
<td>In-cell alarms for use in emergencies</td>
</tr>
<tr>
<td>LA</td>
<td>Limited association</td>
</tr>
<tr>
<td>Let Go</td>
<td>Morning release of inmates from wings</td>
</tr>
<tr>
<td>Lock Down</td>
<td>All inmates are kept in their cells due to staff shortages or an incident. No visits by families or external workers.</td>
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<tr>
<td>Lock In</td>
<td>Daily securing of inmates in wings.</td>
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<tr>
<td>Muster</td>
<td>Inmate roll call</td>
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<tr>
<td>NA</td>
<td>Narcotics Anonymous</td>
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<tr>
<td>NUM</td>
<td>Nurse Unit Manager</td>
</tr>
<tr>
<td>OS&amp;P staff</td>
<td>Offender Services and Programs staff</td>
</tr>
<tr>
<td>OV</td>
<td>Official Visitors receive enquiries and complaints from inmates and staff</td>
</tr>
<tr>
<td>PRLC</td>
<td>Pre-Release Leave Committee</td>
</tr>
<tr>
<td>RIT</td>
<td>Risk Intervention Team</td>
</tr>
<tr>
<td>Security</td>
<td>Property or money to be lodged as a condition of bail</td>
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<tr>
<td>SDS</td>
<td>Statewide Disability Services</td>
</tr>
<tr>
<td>SMAP</td>
<td>Special Management Area Program</td>
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<tr>
<td>SORC</td>
<td>Serious Offenders Review Council</td>
</tr>
<tr>
<td>TAFE</td>
<td>Technical and Further Education</td>
</tr>
<tr>
<td>TIS</td>
<td>Telephone Interpreter Service</td>
</tr>
<tr>
<td>VCL</td>
<td>Victims’ Compensation Levy- payment to victims from an offender</td>
</tr>
<tr>
<td>VJ</td>
<td>Visiting Justices are Magistrates who hear cases of inmates breaching rules in a correctional centre</td>
</tr>
</tbody>
</table>
32. Correctional centre addresses

**Women's correctional centres**

Silverwater Women's................ Holker St, Silverwater
Locked Bag 130, Silverwater, NSW 1811
Ph: (02) 9289 5334

Emu Plains ............................... Old Bathurst Rd, Emu Plains
Locked Mail Bag 6, Penrith, NSW 2750
Ph: (02) 4735 0200

Dillwynia ................................... 2756 The Northern Rd, Londonderry
Locked Bag 657, South Windsor NSW 2756
Ph: (02) 4582 2222, 4582 2526,

**Other correctional centres which accommodate women**

Balund-a ................................... 186 Welsh Rd, Mookima Wybra via Tabulam, NSW 2469
Ph: (02) 6660 8600

Broken Hill ................................. 199 Gossan St, Broken Hill
PO Box 403, Broken Hill, NSW 2880
Ph: (02) 8982 6000

Mid North Coast......................... 37 Aldavilla Rd, Kempsey
PO Box 3567, West Kempsey, NSW 2440
Ph: (02) 6560 2700

South Coast (SCCC) ................. Oxford St
South Nowra
(02) 4424 6000

Wellington .............................. Mudgee Rd, Wellington
PO Box 386, Wellington, NSW 2820
Ph: (02) 6840 2800

**Correctional centres where women may stay for short periods of time**

Bathurst................................. Cnr Browning St & Brookmore Ave, Bathurst
PO Box 166, Bathurst, NSW 2795
Ph: (02) 6338 3282

Junee........................................ 197 Park Lane, Junee
PO Box 197, Junee, NSW 2663
Ph: (02) 6924 3222

**Women's transitional centres**

Bolwara................................. Lot 2, Old Bathurst Rd, Emu Plains
Locked Bag 8002, Penrith, NSW 2751
Ph (02) 4735 7098

Parramatta TC............................. 124 O'Connell St, Parramatta, NSW 2151
Ph (02) 8852 4000

**Men's correctional centres**

Balund-a (Tabulam)................... 186 Welsh Rd, Mookima Wybra via Tabulam, NSW 2469
Ph: (02) 6660 8600

Brewarrina (Yetta Dhinnakkal) ... Locked Bag 1, Brewarrina, NSW 2839
Ph: (02) 6874 4715

Cessnock.................................. PO Box 32, Cessnock, NSW 2630
Ph: (02) 4993 2333

Cooma..................................... Locked Bag 7, Cooma, NSW 2637
Ph: (02) 6455 0333

Glen Innes............................... Locked Bag 7, Glen Innes, NSW 2370
Ph: (02) 6733 5766

Goulburn................................. PO Box 264, Goulburn, NSW 2580
Ph: (02) 4827 2222

Grafton................................. PO Box 656, NSW 2460
Ph: (02) 6642 0300

Ivanhoe (Warakirri)............... PO Box 109, Ivanhoe, NSW 2878
Ph: (02) 6995 1403

John Morony ........................... Locked Bag 654, South Windsor, NSW 2756
Ph: (02) 4582 2222

Junee...................................... Park Lane, Junee, NSW 2663
Ph: (02) 6004 3222

Lithgow.................................. PO Box 666, Lithgow, NSW 2790
Ph: (02) 6350 2222

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

Long Bay MSPC ........................ Locked Bag 23, Matraville, 2036
Ph: (02) 8304 2000

Mannus (Tumbarumba)............ 3506 Jingellic Rd, Mannus via Tumbaraba, NSW 2653
Ph: (02) 6914 0333

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

Mid North Coast (Kempsey) ...... PO Box 3567, West Kempsey, NSW 2440
Ph: (02) 6560 2700

Oberon.................................. Via Shooter's Hill Rd, Locked Bag 2, Oberon, NSW 2787
Ph: (02) 6335 5248

Parklea.................................. 66 Sentry Drive, Parklea, NSW 2768
Ph: (02) 9678 4888

Parramatta.................. Locked Bag 2, North Parramatta, NSW 2151
Ph: (02) 9683 0300

Silverwater.......................... Locked Bag 115, Australia Post Business Centre, Silverwater, NSW 1811
Ph: (02) 9289 4100

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

Tamworth............................... PO Box 537, Tamworth, NSW 2340
Ph: (02) 6766 4977
Being in gaol is a time to take stock of your life and set new goals. Most people who go to prison stay in the community after they are released. They don’t go back to gaol.

The best way to achieve this success is by deciding to be positive in everything you do. Be positive when you are talking with other women and when you are asking staff for information or if you need something to be done. Be positive when you are doing programs or are at work.

Information in this handbook may change after the date of publication. Always double check with staff that information is still current.

If you have suggestions for changes or additions for the next handbook, please contact Principal Advisor Women Offenders.