How to locate your friend or family member in prison
To locate an inmate in prison, contact:

- Sentence Administration on (02) 8346 1000 between 8.30am - 4.30pm, weekdays excluding public holidays, or
- State-wide Sentence Administration on (02) 9289 5258 between 4.30pm - 8.30pm, weekdays, or between 8.30am - 4.30pm, weekends and public holidays.

You’ll need their date of birth or their MIN, a six-digit identification number that’s given to each person when they come into prison in NSW for the first time. It will be their identification number any time they’re in prison. Get this number from your relative/friend in prison as soon as possible, and write it somewhere safe.

How long will they be in prison?
When the court sentences an offender to be imprisoned for more than 36 months, there may be a minimum (non-parole) prison term set, followed by a period of time which may be spent in the community on parole.

Reception at the prison
There are reception centres around the state, but most people will go to the MRRC (Metropolitan Remand & Reception Centre) at Silverwater for men or Silverwater Women’s Prison (formerly known as Mulawa) for women.

All inmates go through a reception process. This includes:

- handing in personal property to be stored while they’re in prison;
- a strip search;
- a shower, and changing into prison clothing (greens), getting bedding and basic toiletries;
- assessment of immediate risk of self-harm or suicide. If immediate concerns are identified, the inmate will be closely watched. (see Chapter 16 on p.118 for more information about specialist services for inmates who may have health issues or need additional assistance);
- health assessment by a qualified Justice Health and the Forensic Mental Health Network (JH&FMHN) nurse. They assist with detox if needed. Their services also cover physical and mental health issues, any current prescription medication, and...
history of drug and alcohol use. If families have concerns relating to the inmate’s health they can contact JH&FMHN on 9700 3000 and request to speak to the Client Liaison Officer or the prison’s Nursing Unit Manager.

Induction
While inmates are waiting during reception, they may see a video that explains the reception process and gives them information about prison life, programs and services. They’ll find out about phone access and visiting, and be given information about looking after their health and safety. They may be introduced to an inmate delegate. They will be given a handbook that gives broad ranging information about living in prison.

Delegates
Delegates are inmates who are familiar with being in prison and can help other inmates to adjust to prison life. They can refer inmates to services and/or programs, explain the correctional system, and provide support. There are Aboriginal delegates, and delegates from different cultural and religious groups. They also ask Corrective Services NSW (CSNSW) for help on behalf of other inmates.

Programs
An inmate’s risk of reoffending is assessed and they may be signed up for programs that address their risks. Programs include:
> alcohol and other drugs programs;
> violence prevention;
> sex offenders; and
> young offenders.

Participation in programs can help inmates when they apply for parole (see p.105). Programs may only be available at certain prisons and are in high demand. Inmates may need to wait until a spot becomes available and/or until they have been sentenced to be eligible.

Employment
Remand inmates can ask to be employed. Sentenced inmates are expected to work. They may be employed directly in providing prison services, e.g. as a cleaner or in grounds maintenance. Inmates may also work for Corrective Services Industries (CSI).

CSI businesses include:
> Agriculture
> Engineering
> Food Services
> Buy-ups
> Construction
> Furniture & Upholstery
> Technology & Assembly
> Textiles & Laundry
Inmates are paid for their work, at a lower rate than in the community. Wages are paid into their inmate account. This helps them to purchase items through the ‘buy-up’ system (see below for information about buy-ups, and page 48 ‘Money for inmates’).

**Education**

Inmates are required to participate in a core skills assessment and education planning so that they can enrol in suitable courses. Inmates can participate in courses to improve reading and maths skills, learn trade skills and develop other valuable employability skills to help get a job when they are released.

Some of the available courses are:

- Literacy and Numeracy
- Digital Literacy
- Aboriginal Cultural Programs
- Construction
- Engineering
- Hospitality
- Cleaning Operations
- Fork Lift
- Crane and dogging tickets

Traineeships are also available. If your family member is serving a sentence of 12 months or more, encourage her or him to do a traineeship, where they will work in an industry and get a nationally accredited qualification when finished.

**Recreation**

Inmates will spend quite a lot of time locked up in their cells. They may watch TV or read. Prisons have libraries, or inmates may have books in their unit. Newspapers may be available, or may be ordered through the buy-up system. You may be able to send in newspapers, magazines or books. For books, inmates must first get permission off the OIC inmate property store/reception room. Reading material must not be obscene or offensive, and should not contain any information that could be used in any way to aid in the commission of an offence.

Outside their cells, inmates may be able to play sports like football or basketball or use a gym.

**Religion**

Inmates have access to religious services if they choose to attend.
Inmates can practise the religion of their choice while in prison and most prisons have a full-time Chaplain. Chaplaincy services are provided by major Christian, Muslim, Buddhist and Jewish communities. Inmates from other religious groups may also be able to arrange a religious visit through the full-time Chaplain. If you wish to speak to a Chaplain, call the prison and ask for the full-time Chaplain and he/she will put you in touch with the appropriate Chaplain of your faith.

Food
Inmates are provided with three meals a day. The food is prepared by inmates under supervision. Special diets can be provided for religious (e.g. Muslim or Jewish) or health reasons. Inmates will be required to pay the difference in cost of halal and kosher meals. Meals are usually eaten in the inmate’s cell, but some units have dining tables for use if inmates aren’t locked in.

Inmates may be able to purchase lollies, biscuits, food and other items through the buy-up system (also see p.48 ‘Money for inmates’).

Inmates can get advice and information about nutrition and healthy eating from medical staff.

Adjusting to life in prison
In prison, new inmates will need to adjust to:

> loss of personal freedom;
> separation from people they love;
> fear and uncertainty about prison life.

The early days and weeks can be difficult. Some inmates feel very anxious and fearful during this time. Prisons can be tough places, and while the levels of violence have decreased in recent years, bullying still does occur. Many inmates feel that showing sadness, fear or distress may make them appear ‘weak’. Some inmates try to act ‘tough’ so they won’t be seen as vulnerable. Others open up to family during visits and phone calls, then don’t tell the nurses at the health centre about the feelings they are having.

Inmates with strong family ties generally do better when they’re released. If you’re finding that your family member seems emotionally withdrawn, or is not making contact as often as you’d like, it might help to understand why this may be happening. Don’t assume that this behaviour means that your family member doesn’t love you or care about you anymore. They might just be having a hard time adjusting to prison life.

If you’re concerned about the emotional wellbeing of your family
member, please contact their prison directly and ask to talk to the Welfare, Services & Program Officer (SAPO), or the Governor, so that support can be provided to your family member.

Custodial Case Management and Classification

Corrective Services’ custodial case management model motivates inmates to get involved in programs that will help reduce reoffending.

Every inmate serving more than 3 months will have an individual case plan developed through assessment and in collaboration with the inmate.

Case management staff will ensure that each inmate receives services, programs, employment opportunities and education to reduce their likelihood of reoffending.

Classification is the process of determining each inmate’s level of security – high, medium or low. They’ll be placed in a prison which accommodates inmates with the same classification. Decisions about classification are based on the offence, sentence length and prior convictions. Inmates can ask for the location of their family to be taken into account when they are being placed, but this doesn’t guarantee a certain prison.

For most inmates, classification and placement recommendations are made by the Case Management Team (CMT) that meets with the inmate after they’re sentenced and then at least every 12 months. The final decision is made by the CSNSW Case Management Committee.

For serious offenders (who have a life sentence, or 12 years or more), decisions about classification and placement are monitored by the Serious Offenders Review Council (SORC) and the CSNSW Commissioner has the final say.

Male inmates’ classo levels

> A1 and A2 – maximum security: should at all times be confined by a secure physical barrier including towers, electronic surveillance;

> B – medium security: should at all times be confined by a secure physical barrier. The type of barrier varies between centres;

> C – minimum security:
  - C1 – inmates confined unless with an officer;
  - C2 – can do community projects under supervision;
  - C3 – can go into the community without supervision on day or weekend leave, education leave or work release.

Inmates who have escaped from prison or police custody will be given an Escapee (E1) classification in maximum or an E2 in medium...
security prisons. They can apply to the Escape Review Committee to have this changed to a B or C classification. Serious offenders will probably start off with an A1 or A2 classification and it will take a long time for them to come down to a B. Inmates with short sentences are not eligible for work release or day release.

If you have questions about classification, talk to the Manager Offender Services and Programs (MOSP) at your family member’s prison. You could also contact the Inmate Classification and Case Management Branch at Corrective Services NSW on (02) 9289 5035.

**Women inmates’ class levels**

- Category 5 - maximum security: should at all times be confined by a secure physical barrier including towers, electronic surveillance;
- Category 4 – continuous supervision within walls;
- Category 3 – behind a physical barrier;
- Category 2 – may not be behind a barrier but will be supervised. Can do community projects under supervision;
- Category 1 – can go into the community without supervision on day or weekend leave, education leave or work release.

Inmates who have escaped from prison will be given an E classification. They can apply to the Escape Review Committee to have this changed. Serious offenders will probably start at Category 4, while others will enter as a Category 3 or 2.

**Transfer of inmates**

Inmates can be transferred between prisons at any time. They may not get much notice when this happens. Inmates are responsible for telling family members that they’ve been transferred – you won’t hear from the prison.

Always check with the prison before visiting so you can be sure your family member is still there. You can expect that inmates may be transferred after they’ve been sentenced, or when their classification changes. They may also be transferred to access services such as health or specialist programs, or court appearances. Sometimes you may not know why someone has been transferred. Call (02) 9289 5258 to check your family member’s location if they’ve been transferred.

**Protection**

If there are concerns that an inmate is at risk of harm from other inmates, they can be placed on protection (also called ‘protection limited association’ (PRLA), protection non-association (PRNA),
or Special Management Area Placement (SMAP)). Protection means being placed in a special section of the prison, or being sent to a prison where everyone is on protection. Protection orders are reviewed after 14 days, then after three months and six months. Inmates can ask to be placed on protection, or the Governor may place them on protection because of information received from inside or outside the prison. Although protection may offer inmates a safer environment, the decision to go on protection should not be taken lightly. Issues with protection may include:

- many prisons providing protection are in country areas, which may mean your family member is more likely to be away from family;
- going on protection may make it harder to access education or other programs;
- other inmates can have negative attitudes to inmates who have been on protection. This can make it very difficult to go back into the mainstream population after being on protection.

**Segregation (segro)**

Segregation is isolation for inmates who have broken the rules and/or pose an extreme risk to other inmates or staff of the prison.

The decision about segregation is made by prison staff, and inmates don’t have a choice.

**Sexual and physical assault and bullying**

Although violence and sexual assault do occur in prisons from time to time, this happens much less often than people think. Inmates who keep a low profile and don’t get involved in ‘prison politics’ can usually avoid trouble. If you have reason to believe that your family member is getting bullied (‘stood over’) in prison, you should tell a prison staff member immediately. Prison staff will need some information before they can take action. Useful information can range from being told about an incident to simply noticing a change in your family member’s behaviour that has made you feel worried. Your family member may have told you not to tell prison staff about their situation because they fear that talking to authorities about another inmate will make their situation worse. In such situations you need to think very carefully before you do anything. You could consider informing the prison anonymously by phone call, email or letter. If you aren’t sure what to do, contact CRC (Community Restorative Centre) on (02) 9288 8700. For some more information about CRC, see p.12.
Self-harm
Sometimes people intentionally hurt themselves, e.g. by cutting themselves. This is a sign of distress, and they need support and understanding. People who self-harm may not be suicidal. They may be using self-harm as a way of expressing feelings that they can’t deal with in other ways.

What are the signs that someone might be at risk?
Your family member might seem unusually quiet and withdrawn, or just not interested in things. They may look like they’ve stopped taking care of themselves. They may express a loss of hope for the future or a loss of meaning in their life. They may have told you that they’re scared for their personal safety, or that they’re feeling intense despair and that things are out of their control. In some cases, a suicidal person may drop ‘hints’ about their intentions, for example saying something like ‘You won’t have to worry about me much longer anyway’.

Who may be particularly vulnerable?
Several risk factors for suicide and self-harm have been identified. Inmates at higher risk include those:

> who are ‘first timers’ or on remand;
> who have recently had a broken relationship;
> without family or friends to visit and care about them;
> with a history of depression or other psychological issues;
> with a history of mental illness;
> with a history of self-harm or past suicide attempts;
> with a history of substance use.

Responses that are helpful

> Ask your family member directly whether they want to self-harm or commit suicide. Contrary to popular belief, this question won’t ‘put the idea in their head’. It often allows people to express something that they’ve not told you before for fear of worrying you.
> Let them know you’re there for them to talk to if they need to.
> Accept and acknowledge that your family member is in pain, without judging them.
> Support and encourage them to get help from prison staff.
> Be available to them, but also set reasonable limits about how often you can visit them in prison, send letters or speak on the phone.
> Make it clear from your behaviour that they don’t need to self-harm in order to receive love and caring from you. Be consistent with caring gestures,
even if they’re not always returned. Don’t withdraw your love or contact from your family member.

**Responses that are not helpful**

> Shouting at your family member.
> Calling their behaviour ‘attention seeking’.
> Blaming them or someone they care about.
> Pleading with them to try and stop it, or using emotional blackmail such as ‘If you loved me you wouldn’t do this’.
> Telling them to ‘pull yourself together’, ‘toughen up’ or ‘get over it’.

**Look after yourself**

Look for information to help you understand issues about self-harm and suicidal behaviour.


> Be honest with yourself about how self-harm makes you feel. Don’t pretend to yourself that it’s okay if it’s not. Many people find self-harm frightening.

If you need help dealing with your feelings, talk to a counsellor, social worker or psychologist (see p.30 for contact details of services).

**What should I do?**

If you have concerns about your family member in prison:

> Report your concerns to staff in the visitors centre before you leave the prison;
> Ring the prison and speak to the Welfare, Services and Programs Officer or other staff member (see inside back cover for prison phone numbers);

Ring the JH&FMHN 24 hour Mental Health Helpline on **1800 222 472**. This service is for inmates, their relatives and friends, as well as CSNSW staff who may be concerned about the welfare of a person in prison. These calls are answered by mental health clinicians who will address your concerns and can refer inmates to health services in prison. Referrals to community mental health services should be made through the Mental Health Line on **1800 011 511**.

**I’m concerned my family member may need psychiatric help**

All inmates are assessed on reception. Mental health screening units operate for men and women at both MRRC and Silverwater Women’s Correctional Centre so that inmates with mental health issues can be identified, assessed and stabilised. Inpatient mental health services are provided for male and female inmates with acute psychiatric problems at Long Bay Hospital. JH&FMHN employs psychiatrists and mental health specialists.
nurses. Some psychiatric services for regional areas are provided through video link (also called telehealth).

Psychologists employed by CSNSW may provide treatment services in conjunction with health staff. Many inmates have mental health issues, and services prioritise those inmates with the most urgent needs. If you’re concerned that your family member has an untreated mental illness, talk to staff at the prison or phone the JH&FMHN Mental Health Helpline on 1800 222 472.

**My family member has a disability**

Inmates with disabilities will generally be identified during the reception process. Many inmates with disabilities are able to be accommodated in mainstream prisons, and there are three units for male inmates with intellectual disabilities, at the Long Bay Complex, MSPC 2 & 3 (Additional Support Units).

CSNSW has a Statewide Disability Services Unit

**9289 2136, 9289 2091**

SDS@justice.nsw.gov.au

Staff from SDS are involved in case management and pre-release planning for inmates with disabilities where needed. Some people won’t need additional support because they’re already linked with services. If you are concerned about a family member with a disability, the best starting point is to talk with a Welfare Officer, Service & Program Officer (SAPO) or other Programs staff at their prison. However, if you remain concerned, contact SDS and discuss your family member’s needs with staff there. If you have copies of reports about your family member’s disability, these can be very helpful in assessment and planning, and you can forward them to SDS via fax: (02) 9289 2134) or email: SDS@justice.nsw.gov.au

SDS can be involved with inmates with a wide range of disabilities, including people with borderline intellectual disability, people with acquired brain injury, and people with functional difficulties who may not have a clear diagnosis. Where inmates have mental health issues, these are managed by staff from JH&FMHN. If an inmate has a dual diagnosis that includes a physical or intellectual disability, SDS will address the disability issues.

Families of inmates with disabilities may already have experienced many challenges, including isolation and lack of support. Coping with your family member’s imprisonment may feel like the last straw. It may be helpful to know that people with a wide range of disabilities are in prison, including people with Down Syndrome, Autism Spectrum Disorders, Fragile X and Cerebral Palsy.
Being questioned by police or appearing in court can be very difficult for people with an intellectual disability. The Intellectual Disability Rights Service provides legal casework and advice for people with intellectual disabilities. They have access to inmates in prison and can give advice about guardianship, wills and care, and protection matters where a parent has an intellectual disability. They have a volunteer network, the Criminal Justice Support Network, through which trained volunteers assist people with intellectual disabilities who are being interviewed by police.

My family member is transgender/intersex
CSNSW has a policy that guides the location of inmates who are transgender or intersex. They have the right to dress in clothing and buy personal care items of their gender of identification. An inmate can make application to be identified as transgender at any time in their sentence. JH&FMHN is able to assist with medication that may be needed. Transgender support groups and specialist legal services can also be accessed.

My family member is a forensic patient
A forensic patient (sometimes called a forensic inmate) has been charged with a crime but is dealt with differently because they have been found not guilty by the reason of mental illness. Some forensic patients are detained in prisons and some in psychiatric hospitals. The Mental Health Review Tribunal reviews all forensic patients at least every six months and makes decisions regarding detention, treatment, transfer and release, under conditions if necessary. There are three kinds of forensic patients.

> Unfit to be tried
If a court finds a person unfit to be tried, the Mental Health Review Tribunal decides if they’ll be fit in the next 12 months. If they can’t be tried in that time, they may appear before a special hearing in a Court, which can return a qualified finding of guilt and decide how long the person will be detained.

> Not guilty by reason of mental illness
At a trial or special hearing, the court may find a person not guilty by reason of mental illness and refer the matter to the Mental Health Review Tribunal. The person may then be detained in a hospital or prison until released in accordance with an order by the Tribunal.

> Limiting term
Where a person is found unfit to be tried and subsequently found to be guilty on the limited evidence available at a special
hearing, the Court can order the person to be detained in prison for a ‘Limiting Term, which is the best estimate of the sentence of imprisonment the Court would have given if the person had gone through a normal trial.

Forensic patients are not eligible for parole or home detention. They may be transferred to a secure hospital ward, or placed on community treatment orders. Having a family member who is a forensic patient brings extra stresses. Some people may believe that the forensic patient has avoided punishment if they haven’t been tried in the usual way.

A Forensic Patient Victims Register is kept by the Mental Health Review Tribunal. Victims can be notified of forthcoming Tribunal hearings and their outcomes, and can make submissions to those hearings. Families may find it unsettling that their family member’s circumstances are being reviewed regularly, as the possibility of the forensic patient returning to a mainstream prison or being released is always on the agenda. See p.30 for agencies that can offer support to families facing such issues.

Forensic patients are entitled to representation from a solicitor when appearing before the Mental Health Review Tribunal.

Transferees and detained persons on remand

An inmate serving a sentence, or a person on remand, may be transferred to a hospital if involuntary treatment for a mental illness becomes necessary. Such a person is called a ‘correctional patient.’

What health care is available in prisons?

Health services are provided in prisons by NSW Health through JH&FMHN. JH&FMHN nurses are in health centres at all prisons in NSW. Inmates who are ill or injured receive treatment at the prison health centre.

Inmates who need surgery or complex treatment may be transferred to a prison with the necessary facilities. This will usually be Long Bay Hospital at Malabar. Sometimes services will be accessed through local public hospitals. Doctors and dentists visit health centres to provide medical and dental services. After screening at reception, inmates receive a detailed medical check-up. Health plans can be developed and reviewed each year for inmates with longer sentences. Before discharge, inmates can receive assistance from JH&FMHN to ensure they can continue to access medical treatment and medication.
in the community. Optometrists (for eyesight checks and glasses) also visit most prison health centres. At some prisons, Aboriginal inmates may also be able to access medical services provided by Aboriginal medical organisations.

Your family member may not be able to get non-urgent health care straight away. There may be delays because of staffing or other issues. **See p.30** for ways to advocate for your family member if you’re concerned that they’re not getting the health care that they need.

If you have an urgent concern about the mental health of your family member, call the JH&FMHN 24 Hour Mental Health Helpline on **1800 222 472**.

**Can mothers have children living with them in prison?**

Depending on their classification, women may be able to have children living with them through the Mothers and Children’s Program if they meet the program requirements. In the program, children can live with their mothers full time until they start school. If a woman gives birth in prison while serving a sentence, she may be able to keep her baby in her care while participating in the Mothers and Children’s Program. Children may stay with their mothers as part of the Occasional Care Program up to the end of primary school. To be accepted into the program, applications are assessed and recommended by a committee, then approved by the Commissioner. This can take up to eight weeks.

The Mothers and Children’s

![Image of Jacaranda Cottages, Emu Plains Correctional Centre](image-url)
Program is based at Emu Plains and the Parramatta Transitional Centre. Generally, women and children join the program at Emu Plains and may move to Parramatta to prepare for release. Women can apply to be accepted into the Mothers and Children’s Program while on remand. If a woman gives birth while on remand, she won’t be able to care for her baby in prison unless she is accepted into the Mothers and Children’s Program. Children of women on remand are generally cared for by family. Where this is not possible, they’re placed in foster care through Family and Community Services (FACS).

Once a woman on remand gives birth, decisions will need to be made quickly about who will care for her child. It’s best for everyone if the mother can plan ahead to make arrangements about who will care for the baby.

All pregnant women are transferred to a Sydney metropolitan prison to give birth in a public hospital.

Can inmates be transferred interstate or overseas to be closer to family?
Under some circumstances, inmates can be transferred from NSW to other states of Australia, or from those states to NSW. Inmates can apply in writing for a transfer to be considered.

Decisions about transfers are made by State Ministers and/or the Commonwealth Attorney-General, depending on whether the inmate was convicted under State or Federal law.

Decisions about transfers can take some months to process and may be refused. Inmates can’t appeal the refusal of transfer applications, and applications can only be made once within every 12-months. Inmates can discuss transfer applications with the Welfare SAPO at their prison. The inmate must make the application for a transfer – it’s not possible for family to apply on their behalf.

Inmates may be able to apply for a transfer to or from Australia in certain circumstances. Transfers must be agreed to by both countries, and the processing of applications is likely to take a long time. The countries involved must reach agreement about the length of sentence the inmate will serve once they’re transferred. Generally, only Australian citizens can be transferred from overseas countries to Australia. Similarly, overseas countries will generally only accept transfers of their own citizens. Australia has extradition arrangements with some countries. This means that people can be apprehended in one country and sent to another country to face court charges.
Need help?
Note that 1800 numbers are free for calls from a landline but may only be available in certain locations, e.g. outside Sydney.
Some may charge for calls from mobile phones, so check this if you need to call from a mobile. Check with your local library for free internet access.

Criminal Justice Support Network
After hours service for people with intellectual disabilities who are at a Police Station (24-hour Helpline)
1300 665 908

Family & Carer Consultant
PO Box 150
Matraville NSW 2035
9700 3000

Family Friendly Mental Health Service (FFMHS)
9391 9000

Forensic Patient Victims Register
Information about the Forensic Patient Victims Register.
Call MHRT on 1800 815 511

Intellectual Disability Rights Service
A Community Legal Centre working with people with intellectual disabilities.
02 9318 0144
www.idrs.org.au

Justice Health & Forensic Mental Health Network (JH&FMHN)
Client Liaison Officers
02 9700 3000
24 Hour Mental Health Helpline. Staffed by mental health clinicians for inmates, their families and prison staff.
1800 222 472

Lifeline
Free and confidential counselling, 24 hours.
13 11 14

Mental Health Advocacy Service (MHAS)
Advice about legal representation for forensic patients at Mental Health Review Tribunal hearings and about issues of mental health law.
02 9745 4277

Mental Health Line
(available 24 hours a day)
1800 011 511

Mental Health Review Tribunal (MHRT)
Reviews circumstances of forensic patients.
1800 815 511
www.mhrt.nsw.gov.au
Mothers and Children’s Program (CSNSW)
The Mothers and Children’s Program Co-ordinator can talk to families about options for children to be cared for by their mother within the Mothers and Children’s Program, and can visit women who may be eligible for the program to discuss their plans for their children.
Mothers and Children’s Program Co-ordinator:
4735 0230

Multicultural Disability Advocacy Association
Provides advice, information and referrals for people from culturally and linguistically diverse backgrounds with a disability and for their families and carers.
02 9891 6400, 1800 629 072
www.mdaa.org.au

NSW Council for Intellectual Disability
Provides information and referral on a range of issues, including where people with intellectual disability are involved in the criminal justice system.
02 9211 1611
1800 424 065
www.nswcid.org.au

NSW Law Society Pro Bono Scheme
Provision of free legal representation where Legal Aid has been refused.
02 9926 0364
02 9926 0355
www.lawsociety.com.au

Statewide Disability Services (CSNSW)
Case management and pre-release planning for inmates with disabilities; contact SDS if you have spoken to a Services and Programs Officer (SAPO) at your family member’s prison but still have concerns about them.
02 9289 2136

The Gender Centre
Information and outreach support for people with gender issues.
02 9569 2366
1800 069 115 (outside Sydney)
www.gendercentre.org.au

WayAhead Mental Health Information Service
Details of mental health services in NSW, information about mental health, and details of support groups.
1300 794 991
www.wayahead.org.au