

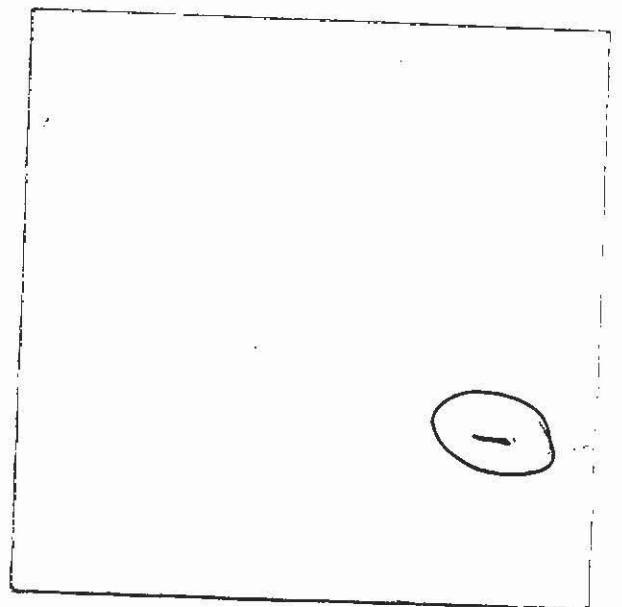


**QUEENSLAND  
GOVERNMENT**

# **Queensland Corrective Services**

## **Prisoner Information Booklet**

**Implement Date: 08 October 2013**



## Deputy Commissioner's Message

You should view your term of imprisonment as an opportunity to use your time effectively to make some positive life changes. You and you alone are responsible for your behaviour and the choices you make.

Your behaviour, actions and attitude will determine how well you progress and what you achieve. You are strongly encouraged to make the most of the services, activities and programs offered to you.

Queensland Corrective Services recognises the inherent worth and dignity of all human beings, their potential for improvement and promotes a zero tolerance environment for drugs, bullying, victimisation and harassment.

If you want to be treated with respect, then you must treat others with respect. This includes staff, other prisoners, and visitors. I give you this blunt warning - do not mistreat our staff. They are here to help you progress safely through the correctional system and my expectation is that you will treat them with respect. Any attempt by a prisoner to harm, threaten or intimidate staff, either directly or indirectly, will be met with swift and appropriate consequences.

Deliberate and continual breaking of rules and regulations will not be tolerated under any circumstances and such infractions carry penalties ranging from a loss of privileges to separate confinement to additional terms of imprisonment. Poor behaviour will impede both your placement and progress through the correctional system.

Don't waste this chance to rehabilitate yourself. Be respectful, be well behaved and be positive in your attitude. Your objective should be to do everything possible to secure your release from custody at the first available opportunity.

Deputy Commissioner  
**Queensland Corrective Services**



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## **1. Coming into custody**

### **1.1 Entering a custodial centre**

When you first enter a correctional centre, you will go through three steps – reception, induction and assessment:

- **Reception:** when you arrive, your personal details and a physical description will be recorded. The police will give staff your property and money, and you will get a receipt for these items. You will be subject to a search requiring the removal of clothing, asked to shower, given toiletries and clothes and undergo a medical check. You will be photographed and interviewed by a correctional counsellor and allowed to make a phone call. You will be given an identification card (see below). Finally, you will be allocated a cell.
- **Induction:** the induction session will provide information about discipline and behaviour, resources and facilities, programs, the complaints process, work, visits, mail and telephone access.
- **Assessment:** during this process, your health, education and intervention needs will be assessed. Your security classification will determine which centre you go to. Classification and assessment can take up to three weeks. Once it is completed, you may be transferred to another centre.
- **Identification cards:** you will be issued with an ID card and will be required to wear it at all times while moving around the centre. Failure to wear your ID card outside of your accommodation may be considered a breach of discipline. If you lose or damage your ID card, you will have to pay for a new one. You will also have to pay for a new one if you change your appearance (see section 2.4 of this booklet).

### **1.2 Accommodation**

Almost all cells in Queensland correctional centres are single cells, which contain a bed, shower and toilet. You are responsible for your cell's cleanliness and tidiness. In your cell you may keep:

- **Centre-issued items:** such as toiletries, clothing, footwear, and bedding. Correctional centres may issue a television, but there may be a rental fee.
- **Personal items:** you are allowed to have some items of your own clothing (such as underwear and socks), writing paper, pen, bible, photographs and a watch.
- Depending on where you are accommodated, you may also be allowed extra books and study material, a cassette/CD/radio or other items that have been approved. However, you will only be allowed a certain volume of property in your cell.
- You are not permitted to sell, borrow, lend or barter any item of property to any other prisoner. If you wish to receive property from another prisoner it must be when

either you or that prisoner are being released and you must have written permission from the General Manager. If you do receive or give property you must tell the appropriate staff at the centre so that your property records can be updated.

Note: If your cell is damaged in any way when you move into it, you should let staff know.

### **1.3 Prohibited items**

Prohibited items: under the *Corrective Services Act 2006* you are not allowed to have with you, or in your cell, a range of items which include, but are not limited to: weapons, drugs, ammunition, flammable substances, explosives, grappling hooks, cutting instruments, false identification, passports, mobile phones, modems, scanners, alcohol, tattoo guns, unauthorised keys or any other item that might endanger the safety of others, or which might facilitate an escape.

If you are found with a prohibited item it will be seized and may be forfeited. You may be breached or charged with an offence.

### **1.4 Tamper Labels**

Upon reception to a correctional centre, tamper labels will be placed on all electrical items in your property which will be scribed with your IOMS number and recorded against your IOMS property list. A tamper label will also be applied to your issued television set.

The purposes of the tamper labels are to prevent the electrical item from being utilised to conceal prohibited items or to utilise the parts to make a prohibited item. The Tamper label will also act to safe guard your property with your IOMS number and the individual code recorded on the label. Removal or attempts to remove a tamper labels from a electrical item will clearly be identifiable to Corrective Services Officers who check all tamper labels as part of their daily searching practices.

Prisoners must not remove or attempt to remove a tamper label applied to an electrical item and/or be found in possession of an electrical item that does not belong to you that is either QCS or prisoner owned. Removal or attempts to removal a tamper label will result in the seizure of the electrical item and may be subject to disciplinary action.

### **1.5 Dress regulations**

You must wear regulation centre-issued clothes at all times whilst in the centre.

You may be allowed to wear your own clothing if attending court, work or leave-of-absence.

Your clothing must be kept neat and clean.

If you damage centre issued clothes, you must pay for their replacement. Otherwise, clothing is issued on a one-to-one exchange.

### **1.6 Staff**

Correctional centres are staffed by professionals in a range of fields. They are there to maintain security and safety and to help you to cope with, and make the most of, your time in custody.

They include:

- Correctional officers and supervisors who are responsible for the management of prisoners.

- Prisoner management staff who can provide advice and/or assessment on progression to work camps and release to parole.
- Education officers who help identify your educational needs, advise you on courses, help with enrolments in external courses and arrange placements in internal classes.
- Vocational education officers who teach industry and workplace skills.
- Correctional counsellors who can help fill out forms, link you with outside agencies and give advice on rehabilitation programs, financial matters and compassionate counselling.
- Counsellors who can help with programs to deal with drug and alcohol addiction.
- Activities officers who organise sporting, cultural and hobby activities.
- Psychologists who provide psychological assessment, treatment and intervention.
- Transitions Coordinators who can provide assistance with planning for your release the community in areas such as accommodation, employment, health, addiction, family and relationships, evidence of identity documentation and Centrelink access, budgeting and financial assistance.
- Health and medical staff. They work within correctional centres but are not part of Queensland Corrective Services. They are employed by Queensland Health (with the exception of South Queensland and Arthur Gorrie Correctional Centres where the staff are employed by the companies running these centres). These health staff include the doctors and nurses, allied health staff and administration officers who work in the health centre, visiting staff from the Prison Mental Health Service and other Queensland Health service providers. These staff wear Queensland Health uniforms or civilian clothes.

## **1.7 Privacy**

The Department of Community Safety holds and collects personal information about prisoners. Personal information about prisoners is collected when they first come under supervision or into a correctional centre, and QCS continues to collect personal information throughout their custody and/or supervision.

Collection of personal information is authorised/required by various legislation, including the Corrective Services Act 2006.

The Department of Community Safety uses personal information about prisoners in meeting its responsibilities for the safe and humane containment, supervision and rehabilitation of prisoners. These include providing prisoners with education and rehabilitation programs and, support services (such as health and religious services), and making decisions about their classification and accommodation.

The Department of Community Safety may disclose personal information about prisoners to other State, interstate and Commonwealth and international government Ministers, Departments or entities, to private organisations which provide services to prisoners; and, in some circumstances, to individuals.

For further information about privacy and other uses and disclosures of your personal information, refer to the Prisoner Privacy Statement at Appendix A of this booklet.

## **2. Living in custody**

### **2.1 Daily routine**

In most cases, your days will be highly structured, with specific times for musters, meals, activities and work. Arrangements for weekends and public holidays may differ.

#### **Musters**

Musters are conducted at set times during the day and require you to assemble at a specified area for identification.

#### **Head counts**

Head counts are conducted randomly during both the night and day depending on the centre.

#### **Meals**

If you are accommodated in a residential unit you may be able to prepare your own meals. Otherwise, meals are taken in a communal situation. If you need a special or medically prescribed diet, you must apply for it. If it is approved, you will be expected to stay on it.

#### **Activities**

Each centre facilitates a range of educational, recreational and hobby programs.

#### **Employment and education**

Correctional centres offer a range of industries, which provide training and employment for you.

### **2.2 Smoking policy**

Smoking is prohibited in Queensland State Government buildings and vehicles. However, correctional centres provide approved nominated smoking place/s – a corrective services officer will be able to advise you of the nominated smoking areas for your accommodation area.

Youthful prisoners (17 years of age) are prohibited from purchasing or smoking tobacco products.

#### **Transition to tobacco and smoke free corrective services facilities**

From **Monday, 5 May 2014** all Queensland corrective services facilities will become tobacco and smoke free.

This will include:

- tobacco and other smoking related products will become prohibited things under section 20 of the Corrective Services Regulations 2006; and
- corrective services facilities will become smoke free areas.

If you are a smoker it is recommended that you access a smoking cessation support program (SCSP). SCSP's include nicotine replacement therapy (NRT) in the form of patches. A medical practitioner may also prescribe specific medications to support you to quit smoking, in combination with a SCSP.

If you require the support and assistance of a SCSP, ask a staff member to refer you to the Health Centre at your correctional centre.

## **2.3 Prisoner conduct**

You are responsible for your own actions in the correctional centre. If you follow the rules, behave well and make the most of the employment and educational opportunities, your time inside will be easier.

### **Incentive and Earned privileges (IEP) program**

Correctional centres operate Incentive and Earned privileges programs.

The IEP provides a fair, consistent and structured process to reward individual prisoners who commit to the opportunities provided for them and display appropriate standards of behaviour.

The IEP process ensures appropriate disincentives are imposed for those prisoners who are non-compliant with their individual Offender Rehabilitation Plan (ORP) and do not engage in assessed interventions. This includes involvement in any violent, bullying, standover/intimidating behaviour or negative involvement in any critical or significant incident.

The General Manager of a corrective services facility may determine the category of prisoner that an IEP may apply to. For example remand only prisoner serving less than 12 months in prison, youthful prisoners may be excluded from the program.

Earned privileges will be allocated in accordance with a prisoner's assessed level which will reflect the prisoner's behaviour and level of participation in the structured day opportunities provided for them in their individual schedules.

Privileges above the basic standard may only be earned by prisoners through positive behaviour and performance and participation in the opportunities provided for them. Privileges above the basic standard may be removed, if prisoners fail to maintain acceptable standards of behaviour or fail to participate in the opportunities provided.

The IEP provides sanctions and disincentives for those prisoners who fail to participate in the opportunities provided for them (work, as well as education and intervention programs) or those prisoners who do not display an appropriate or acceptable behaviour.

The IEP does not replace employment process for prisoners or processes used when considering prisoners for accommodation in residential, refer standard operating procedures - Employment of Prisoners and Movement of prisoners from secure to residential accommodation. However, the IEP process will serve to support those processes by providing additional evidence to be considered when making those decisions.

### **Courtesy**

You should address corrections staff in an appropriate manner: Terms that can be used include 'Officer', 'Sir', 'Ma'am'. If you know someone's surname (eg: Smith) you can say Officer Smith, Mr Smith, Ms Smith. At some centres, you may call the officer by his/her first name. You should ask your unit manager what form of address is accepted at your centre.

### **Breaches of discipline**

Section 6 of the Corrective Services Regulation 2006 lists things that you must not do (eg disobey an officer, gamble or take medicine that is not yours).



If you do any of the things listed in the Regulation, you have committed a breach of discipline. Breaches can be minor or major and can result in a reprimand, loss of privileges or separate confinement. Under the Corrective Services Regulation 2006, loss of privileges may include:

- a) Participating in an activity, course or program;
- b) Making or receiving phone calls, other than phone calls to or from the prisoner's lawyer;
- c) Associating with a particular prisoner or group of prisoners;
- d) Using electronic media or an entertainment device;
- e) Using a musical instrument;
- f) Using library facilities;
- g) Buying anything other than essential toiletries, writing materials and stamps;
- h) Accessing the prisoner's property;
- i) Receiving a contact visit.

If the breach is serious, it may be considered to be an offence to be dealt with by police.

Sections 113–121 of the *Corrective Services Act 2006* and section 6 of the Corrective Services Regulation 2006 that relates to breaches of discipline are available from the centre library.

Prisoners will not be automatically transferred from a residential accommodation area to secure accommodation area when they have been breached. However, a prisoner may be transferred from residential to secure if that breach is proven, and the circumstances of that breach determines that the prisoner's behaviour is a threat to the safety and good order of the residential compound. If the breach is considered to be of a minor nature the prisoner may continue to reside in the residential accommodation area.

### **Offences**

Sections 122-124 of the *Corrective Services Act 2006* also lists some things that you must not do, for example, possess prohibited items or damage centre property. If you do any of these things, you have committed an offence which may result in your being charged by police.

### **Anti Violence Bullying and Harassment**

QCS does not tolerate any form of violence, bullying or harassment. It is the fundamental right of prisoners, visitor and staff to co exist in a safe environment free from fear of abuse harm or oppression.

Violence is: Any incident in which a person is abused threatened or assaulted. This includes an explicit or implicit challenge to their safety, well being or health.

Violence: causes physical, emotional or psychological harm to victims.

Violence is: shameful behaviour and is nothing to be proud of.

Bullying is: unwanted, humiliating and threatening behaviour towards another

Harassment – including sexual harassment is: is unwanted attention. It can be physical, spoken or unspoken. It includes offensive comments, jokes and gestures; repeated

comments about a person's sexual practices or preferences; standover tactics; stalking; unwanted and inappropriate physical contact; demands for sexual favours.

Correctional centres do not tolerate violence of any kind, bullying or harassment. If you assault harass or bully someone, you will be subject to a range of sanctions and actions which may include any of the following:

- immediate separation in a detention unit;
- police investigation resulting in criminal charge;
- a breach of discipline;
- placement on a restricted regime and/or an intensive management plan;
- an event based review of your current placement which may result in a transfer to another correctional facility or a maximum security unit.

If you are a victim of violence, bullying or harassment you should report the incident to a correctional officer.

### **Sexual assault**

Sexual assault is not tolerated in correctional centres. It is your responsibility to report incidents of sexual assault immediately. If you are a victim of a sexual assault, you should not shower or clean yourself, but immediately report the incident to an officer, psychologist, counsellor or nurse. If you participate in a sexual assault, criminal charges may be laid against you. You will be separated on a safety order and your ORP will be reviewed which may result in you being transferred to another centre.

### **Staying safe**

- Be aware of your environment at all times
- Do not give personal information to other prisoners
- Remain visible to staff as often as possible
- Stay with a group as often as possible
- Do not make yourself vulnerable by gambling, asking favours or borrowing items
- Do not allow other prisoners into your cell
- Do not go into another prisoner's cell

### **2.4 Change of appearance**

You must not make any changes to your appearance after you enter a correctional centre without permission from staff. If you do make changes to your appearance (such as changing hair colour, changing your facial hair or tattooing yourself) without permission you may be charged with a breach of discipline and you may have to pay for a new ID card.

### **2.5 Searches**

Sections 33–40 of the *Corrective Services Act 2006* deal with the searches that may be conducted of prisoners and their cells.

### **Scanning search**

This type of search is done by electric or other means that does not require the prisoner being searched to be touched by an officer.

## **General search**

This type of search reveals the contents of a prisoner's outer garments or general clothes. You may be required to open your mouth or hands for visual inspection, or to shake your hair vigorously.

## **Personal search**

This is a search of shoes, socks, hat, bags and any excess clothing. Your mouth, ears and hair may be examined and an officer may also lightly touch your external clothing to check whether any items have been hidden under the clothes. A personal search may occur at any time, for instance when you leave a place where you have access to concealable prohibited items, for example, a kitchen or workshop.

## **Search requiring the removal of clothing**

There may be occasions when a search will require the removal of clothing. An officer of your own gender will conduct the search with at least one other officer present.

## **Body searches**

These searches are conducted by a medical officer, in the presence of a nurse. Either the doctor or the nurse must be the same gender as the prisoner. A body search may be ordered if the General Manager believes:

- you have swallowed something that may endanger your health
- you have concealed a prohibited item
- a search will reveal evidence of a breach of discipline

The doctor is authorised to remove any such items if it is considered that it is safe to do so.

## **3. Work and education**

### **3.1 *Employment and income***

It is expected that you will work while in a correctional centre, however, your ability to work may depend on your security classification. If you are allowed to work, you should do so. Being employed in one of the centre's industries will give you extra money and provide you with skills you can use after release.

### **Pay rates**

The minimum pay rate is just above \$2 per day and the maximum is just above \$4 per day. Prisoners progressing to Community Service Projects or the Work Program can be remunerated \$7.50 and \$8.50 respectively whilst performing those duties.

### **Training**

Correctional centres with industry workshops provide work training so if you don't have the skills when you enter the centre, you can learn.

### **Full-time study**

If you are serious about furthering your education, it may be possible to study full-time. There are limited places available for full-time students.

### **Unemployment**

If you are unemployed for a reason that satisfies the General Manager, you may receive the unemployment benefit, which is approximately \$6 per week.



### **Amenities allowance**

Regardless of your employment situation, you will receive an amenities allowance of about \$9 per week to help pay for basic toiletries.

### **Workplace health and safety**

You will be expected to learn and obey procedures and rules which have been designed to keep your workplace safe. This includes the proper use of safety equipment, tools and machinery.

### **Low Security**

If you have a low security classification you may be eligible for transfer to a low security centre. You can discuss this with your centre's sentence management team.

### **Work Program**

Prisoners who are classified as low security may be eligible to participate in a Work Camp. Prisoners who are transferred to a Work Camp generally travel to remote and/or rural communities to work on approved community projects. You can discuss this with your centre's sentence management team.

The Work Program is a positive correctional experience that not only puts prisoners to work - providing them with important opportunities to make reparation to the community and develop needed skills and work ethic - but also provides considerable benefits to the people of regional Queensland.

Each Work Camp has a Community Advisory Committee that is made up of local residents. It is the role of these committees to determine when and where work in their communities is to be performed.

Prisoners perform a multitude of tasks, including maintenance of fences, cemeteries, playgrounds and showgrounds, and participate in many restoration and general maintenance projects.

### **Centre industries**

Examples of the work available include: baking, carpentry, laundry work, cleaning and maintenance, farm work, landscaping, nursery work and clerical duties. The type of work you can do will depend on which centre you are accommodated at.

### **3.2 Education**

Soon after you enter a correctional centre, an education officer will assess your reading, writing and maths skills. Most centres have courses to help you improve these skills.

Other courses available to sentenced prisoners may include trades, business and computer studies. You may also be able to do distance education courses at high school, TAFE and university levels.

Talk to an education officer to find out more about furthering your education.

### **3.3 Self development**

You will have access to programs that deal with the behaviours that may have led to the offence or offences for which you have been sentenced.

There are culturally specific, general offending, substance abuse, violence and sexual offending programs available.

You may also be required to participate in a psychological assessment.

You may need to complete one or more of these programs in order to fulfil your sentence requirements.

### **3.4 Library services**

Most centres have a library offering books, newspapers and magazines. Your access to the library may depend upon your placement, behaviour and/or management plans.

### **3.5 Activities**

Correctional centres offer a range of sport, hobby and art activities. These vary from centre to centre and your access to them may be determined by your placement, behaviour and/or management plans.

Activities may include gym work, aerobics, tennis, football, cricket, table tennis, calligraphy, screen printing, painting, pottery, leatherwork, music, chess, hairdressing and dressmaking.

### **3.6 Computer Access**

All centres have resource computers that can be accessed for legal and approved educational purposes at scheduled times by request.

You may access an in-cell rental computer only for an approved educational or vocational program identified in your management plan. Please refer enquiries to centre staff.

## **4. You and the outside world**

### **4.1 Prisoner's entitlement to visits**

You are entitled to receive a visit from a personal visitor once a week and a legal visit. A personal visit must be a non-contact visit unless the chief executive or authorised delegate approves that the visit be a contact visit.

Additional visits may be approved by the General Manager to maintain family relationships, particularly between incarcerated parents and children.

If you are subject to a domestic or family violence protection order with a non-contact provision, you are not permitted to receive visits with people identified in that order.

#### **Visits by children**

Children under the age of 18 years may visit a prisoner if the General Manager considers that the visit is in the best interests of the child.

Factors such as the child's relationship to the prisoner, the child's reason for the visit and whether the child was a complainant in the offence leading to the prisoner's imprisonment will be considered when determining whether the visit is in the child's best interest.

#### **Professional visits**

Professional visitors include a legal visitor, doctor, teacher, a program facilitator or religious visitor.

Receiving a visit from a professional visitor does not affect your entitlement for personal visits.

### **What your personal visitors should know**

Visitors should be advised that the QCS internet site ([www.correctiveservices.qld.gov.au](http://www.correctiveservices.qld.gov.au)>>>Visitors Information) has Visitor Facts Sheets for each correctional centre outlining visit information relevant for each centre.

People who wish to visit must first apply to the correctional centre to gain access.

A criminal history check will be conducted and the General Manager will decide what type of visits (eg: contact or non contact) you can have.

The General Manager may approve visits before the criminal history check on the visitor has been completed. These visits will be non-contact. If the correctional centre does not have non-contact visit facilities the visits will be contact visits.

Generally, visits will be non-contact unless the General Manager approves a contact visit.

Applications for contact visits will be considered in terms of:

- any court orders relating to you or the visitor
- your escape or attempted escape record
- any information about you or your visitor that indicates a risk to the centre's safety or security
- any other relevant information

### **Visiting times**

Visits must be booked in advance. Bookings can be made at the scheduled visits booking times for personal visits and one day's notice for professional visits.

When making a booking, visitors will be advised about identification, dress and behaviour requirements.

### **Permanent bookings**

Permanent bookings may be accepted depending on centre policies and space availability.

### **Proof of identity**

Visitors will be required to produce photographic proof of identity (such as a current driver's licence or a current passport) or three forms of documentary identification (such as a current pensioner card, a current Medicare card and a birth certificate). Visitors must also comply with biometric identification procedures if these are in place at the correctional centre.

### **Screening**

Visitors may be screened with a metal detection device and/or drug detection devices including Passive Alert Drug Detection dogs.

Visitors may also be searched. If an officer suspects that a visitor is under the influence of an illegal substance or alcohol the visitor may be refused entry to the centre.

If an officer suspects that the visitor is carrying an illegal substance or item, the visitor may be refused entry or given a non-contact visit.

## **Monitoring**

All personal visits will be conducted in the specified visits area unless otherwise directed by the General Manager. An officer will watch your visit and may also videotape it or listen to it.

## **Dress**

Visitors will not be admitted to the centre if they are wearing clothing of a revealing nature or which carries offensive or obscene symbols. Footwear must be either sandals or covered-in shoes; thongs and bare feet are not allowed. You must wear centre-issued clothing during visits. Visitors must remove all jewellery with the exception of a wedding band and/or engagement ring.

## **Transport for visitors**

All centres have arrangements with local groups to transport visitors free of charge to and from the centre. The Visits Booking staff will be able to supply timetables and contact details for the group attached to your centre.

## **Behaviour during the visit**

You and your visitor must not engage in sexual activity or behave in a manner that is disorderly, indecent, offensive, riotous or violent. Failure to comply with these requirements may result in your visit being terminated and may affect future visits.

## **4.2 Telephone access**

### **On admission**

When you arrive at a correctional centre you will be allowed to make one free phone call. You should use this to let your family or a friend know where you are. This phone call should be made available to you within 24 hours of arriving at the correctional centre.

You will have to pay for all other personal calls, unless otherwise approved.

### **The Prisoner Telephone System (PTS)**

Correctional centres use a phone system that enables you to select your own personal identification number (PIN) and nominate in writing a list of phone numbers of people you wish to call, including your legal representative.

The names and addresses of the people you wish to call must be included on the list. Each person you nominate will be contacted to check for accuracy and to make sure they are willing to accept calls from you.

Calls are limited in duration. They are also recorded and may be monitored. If you wish to change any of the numbers on the list, you will need to fill in an application form. (The number of registered phone numbers allowed and length of calls vary from centre to centre.)

Calls are not to be diverted to other numbers and you are not allowed to take part in a conference call. Failure to comply with these rules may result in you being charged with an offence.

Each centre has a community list of numbers (such as Prisoners' Legal Service and Legal Aid Queensland) that you can use in addition to your personal phone list.

### **Prohibited numbers**

You will not be permitted to call the TAB or any other gambling agency; information services; official visitors; paging services; another correctional centre; any government department; or any number beginning with 1900. If you are subject to a domestic or family violence protection order with a non-contact provision, you are not permitted to make calls to people identified in that order.

### **Receiving phone calls**

You are not allowed to receive phone calls. If you think there might be an emergency when your family might need to phone you, you should discuss the matter with a staff member.

### **Paying for calls**

A phone account will be set up for you with your own money and you can transfer up to \$100 from your trust account to your phone account.

### **4.3 Videoconferencing**

Videoconferencing may be available to some prisoners whose families are unable to visit because of distance and/or remoteness. Prisoners may also be able to request a videoconference with their Legal Aid solicitor. Applications for a videoconference can be made to the general manager of your centre. Either you or your family may apply.

### **4.4 Visits or phone calls to other correctional centres**

If someone in your family is in another Queensland correctional centre, you may be allowed inter-facility phone calls or visits. You may apply for these if:

- you are married or are in a proven de facto relationship;
- you are immediate family members;
- one of you has been the primary care giver for the other; or
- culturally you are significant family or kin members.

The general managers of both centres must agree to the visits or calls taking place.

Inter-facility visits may occur when the facilities are within two hours travelling time by road. Such visits, if approved, will occur no more than once a month. If accommodated at a facility outside the two hour travel limit, you may apply for an inter-facility telephone call.

If inter-facility telephone contact is approved it may occur no more than weekly.

### **4.5 Personal mail and parcels**

There is no limit to the number of letters you may send or receive however all mail may be searched for contraband. There is no censorship of mail unless authorised by the General Manager.

If you do not have enough money to pay for postage costs, you are entitled to request that up to two letters a week be posted for you.

If you are subject to a domestic or family violence protection order with a non-contact provision, you are not permitted to contact people identified in that order.



## Outgoing mail

All outgoing mail (except privileged mail) must be left unsealed and have your name and address on the back of the envelope and placed in the box provided.

You can buy pre-stamped envelopes at the centre. A staff member will provide you with the centre's address so that you can give it to people who may wish to write to you.

## Incoming mail

Incoming mail (with the exception of privileged mail) should only contain letters and family photographs and will be opened and searched before you receive it.

Approved photographs must:

- only depict human subjects who are fully clothed (meaning not unclothed, partially clothed, or wearing underwear or swimwear);
- not depict groups of children in a school, childcare, sporting or organisational context;
- only depict children who are directly related to you and are not known to be victims of your offending; and
- a family relationship (relatedness or connection by blood or marriage or de facto relationship or adoption) must exist between you and a child/ren depicted in a photograph which must be declared by the parent/guardian of the child/ren.

If you have approval, you may receive religious reading materials, underwear and court clothing through the mail. Anything received through the mail that is considered a threat to security or safety at the centre will be seized and/or confiscated.

## Privileged mail

Under the Corrective Services Regulation 2006 privileged mail is mail sent to or received from:

- the Minister;
- a member of the Legislative Assembly;
- the chief executive or a delegate of the chief executive for the purpose of receiving or sending privileged mail;
- the ombudsman;
- the chief inspector;
- the Commonwealth Ombudsman;
- the information commissioner and RTI commissioner under the *Right to Information Act 2009* and the privacy commissioner under the *Information Privacy Act 2009*;
- the Attorney-General of the Commonwealth;
- the Anti-Discrimination Commissioner under the *Anti-Discrimination Act 1991*;
- the president of the Human Rights and Equal Opportunity Commission;
- the director of public prosecutions under the *Director of Public Prosecutions Act 1984*;
- the principal registrar, a registrar or other administrative staff of the Queensland Civil and Administrative Tribunal Registry under the QCAT Act;
- the Commissioner for Children and Young People and Child Guardian under the *Commission for Children and Young People and Child Guardian Act 2000*;
- a registrar or clerk of a court; the secretary of a parole board;
- an officer of a law enforcement agency;
- an official visitor; and



- a prisoner's lawyer.

Additionally, the chief executive has delegated the following persons to receive or send privileged mail:

- Commissioner, Health Quality and Complaints Commission (formerly called Health Rights Commission);
- Director, Griffith University Innocence Project;
- Director, Ethical Standards;
- Director, Legal Services;
- Australian Electoral Commission;
- Electoral Commission Queensland;
- Strategic Policy Directorate Department of Communities Review of the *Juvenile Justice Act 1992*; and
- Department of Communities correspondence for the purposes of the Redress Scheme.

A prisoner must, if practicable, send privileged mail in a blue envelope to help in identifying it as privileged mail. A corrective services officer must give a prisoner a blue envelope on request.

Privileged mail may be searched in your presence if it is suspected that it contains something, a prohibited item or something that could harm the recipient or if it is suspected that the mail is not in fact privileged. For example, if there is evidence to suggest that the mail is not to or from a person prescribed as someone who can send or receive privileged mail, the mail may be checked to confirm whether or not it is in fact privileged.

## **4.6 Professional visitors**

### **Law enforcement officers**

If a police officer visits the centre and requests to see you, you can decide whether to see or speak to him or her. However, if you don't wish to be interviewed, you must attend the interview room and tell the officer. If you are interviewed, you do not have to answer questions.

### **Legal visitors**

Your legal representative is allowed to interview you out of hearing, but not out of sight, of corrective services officers.

### **Interpreters**

Arrangements can be made for you to utilise the services of an interpreter if needed. You will need to speak to a staff member to organise this.

### **Religious visitors**

You may receive visits from a religious visitor approved by Chaplaincy Services. Advise a staff member if you wish to have such a visit arranged.

## **4.7 Money**

### **Trust accounts**

When you enter a correctional centre, a trust account will be established for you. This is money transferred from your own account or made available by friends or family. Anyone sending money to the centre for you should send either a cheque or money order for no

more than \$500 - cheques or money orders on a prisoner's behalf that are valued above \$500 will be automatically frozen. The money will be deposited into your trust account, unless it results in your account exceeding the maximum amount permitted - a prisoner is not permitted to have access to monies in excess of \$1000. You can give written authority for a member of your family to transfer money from your bank account to your trust account and you should also notify the bank, in writing, about this arrangement.

### **Buy-ups**

Each correctional centre has its own procedure for 'buy-ups' – times when you can buy things from the canteen. Generally, buy-ups are held weekly or fortnightly and a list of permitted items is available in advance. You must complete the form and return it to staff. They will check your order, make sure you have sufficient funds in your trust account to pay for it and withdraw the appropriate amount. Tobacco, certain foods and toiletries are some of the items available through the 'buy-up' system.

## **4.8 Transitioning into the community – things to consider**

### **Centrelink**

You are not entitled to any payments from Centrelink while you are in prison (unless you have a child living in the centre with you). If you have been receiving Newstart or any other Centrelink payment, you should arrange for this payment to stop. If you keep receiving it, you will end up with a debt that will have to be paid back when you are released.

If you have a Centrelink debt, you can arrange to pay some or all of it off while you are in custody. You will need to speak to a staff member to organise this. If you think you need to discuss your situation with Centrelink, ask a staff member to put you in touch with Centrelink's prison liaison service.

### **Families with children**

If you have children, the person who is caring for them should contact Centrelink to see what payments they can receive to help pay for their care.

### **Mothers in prison with children**

If you have your baby or child living in the correctional centre with you, or if you give birth to a child while you are in custody, you may be entitled to a Centrelink payment to help with the cost of raising the child.

### **Spouse/de facto partner**

If your spouse or de facto partner was financially dependent on you before you entered prison, they should contact Centrelink. They may be able to get income support or access to education and/or training programs that will help them find work.

### **Child support payments**

If you are paying child support, you should contact the Child Support Agency. A counsellor at the centre can help you with this.

### **Medicare and health insurance**

You are not eligible to claim a benefit through Medicare while you are in prison. If other family members are listed on your Medicare card, they can continue to use it. Routine health care is paid for by the State Government however if you request to see a doctor of your choice, you will have to pay the full cost of this treatment yourself.

If you have private health cover, you should contact your fund to discuss your situation. A counsellor at the centre can help you with this.

### **HECS or income tax debt**

If you have a Higher Education Contribution Scheme (HECS) debt or any other tax debt, you should contact the Australian Taxation Office. A counsellor may be able to assist you with this process.

### **Department of Housing and Public Works**

If you have nowhere to live when you are released from custody you can apply to be placed on the Department of Housing and Public Work Housing Register (waiting list for public housing). It doesn't matter how long your sentence is - it is best to do this as early as possible. You will need to speak to a staff member, such as the Transitions Coordinator, to organise it.

### **Department of Housing and Public Works debt**

If you were a tenant in a Department of Housing and Public Works property before you came to prison, you should advise them immediately of your changed circumstances. Otherwise, you may end up with a debt for unpaid rent, you may lose the property or you may incur costs for any damage that is caused to the property even though you no longer reside there. It may be possible to hold your property for a period of time or have it transferred to family member, depending on your length of sentence.

If you already have a debt with the Department of Housing and Public Works (such as a Bond Loan), you can arrange to pay some or all of it off while you are in custody. Working to clear this debt while you are in custody will support your application for Department of Housing and Public Works products or services again when you get out. You will need to speak to a staff member, such as the Transitions Coordinator, to organise this.

### **Rental Tenancies and Phone and Electricity Accounts**

If you were a tenant in a rental property prior to coming to prison, it is important for you to advise your landlord of your changed circumstances. If you had phones or electricity connected in your name, you should also advise the relevant company that you are no longer living at the address and arrange for a termination or suspension of your account.

If you don't notify your landlord or electricity/phone company, you may end up with a debt for unpaid rent, phone bills or electricity bills; or you may incur costs for any damage that is caused to the property even though you no longer reside there. If this occurs, you may also be listed on a tenancy blacklist, which will make it difficult for you to access the private rental market again in the future. A counsellor at the centre will be able to help you make these arrangements.

### **Other Loans or Agreements**

If you have any other loans (example personal or car loans) or agreements for services and/or products (such as AGC/GE Money finance, Foxtel, rented electrical goods) you will need to notify the provider. If you don't, you may end up with a debt and bad credit rating.

### **Don't forget**

You will not have telephone access to contact these outside organisations and these Government agencies. And, as it is unlikely they will make any amendments to your records at the request of family members, it is best to write to them, with the appropriate

reference numbers. For example, the Australian Tax Office will need your Tax File Number, Medicare will need your Medicare number, and Centrelink will need your Centrelink reference number. Ask a staff member to help you.

## **5. Your health and well-being**

### **5.1 Medical screening and examinations**

Medical screening is carried out by registered nurses soon after you are admitted to a correctional centre. You are assessed to determine your medical history. Referral to a doctor for a more detailed examination may occur to diagnose and treat existing medical conditions if required.

### **5.2 Programs and Counselling**

All correctional centres offer programs to help you address the behaviours that may have caused you to offend and programs to assist you to plan for your return to the community.

#### **Group programs**

These can include programs to address issues contributing to general offending behaviour, drug and alcohol addiction, violence and/or sexual offending behaviours.

#### **Counselling and assessment**

Psychologists and counsellors provide crisis intervention counselling, assessment, rehabilitation and intervention services as required.

#### **Specialist counselling**

Representatives from organisations such as Alcoholics Anonymous, Gamblers Anonymous and Narcotics Anonymous visit some centres. Indigenous counsellors are also available at most centres.

### **5.3 Suicide prevention**

Programs and counselling are provided to help you overcome feelings of depression and cope with prison life. If you are depressed, thinking of self-harm or suicide, please talk about it with a staff member. Likewise, if you notice a change in behaviour of another prisoner (for example— that one of your fellow prisoners is unusually tense, anxious or sad) talk to them and advise a staff member. If you think someone is thinking of self-harm or suicide, please tell a staff member.

### **5.4 Illness or injury**

If you become ill or injure yourself, you should report your illness or injury to staff immediately. All medical and nursing treatment provided in the health centre and at a Queensland public hospital as a public patient is free. You can submit a request to see a private medical practitioner of your choice. If your request to be seen by a private medical practitioner is granted, you will be required to pay for all visits and treatment. If you are taken to hospital, you will remain under guard at all times. Unless your condition prevents it, you will generally be restrained in accordance with your security classification.

### **5.5 Exercise**

The type of exercise you can participate in may depend on your current placement, behaviour and/or management plans. There are various team and individual sports offered among the activities you can choose to participate in (see section 3.5). These may not be available if you are on a Safety Order.

## **6. Cultural / Religious / Ethnic Requirements**

All efforts will be made to respect your cultural, religious and ethnic requirements within the safety, security and good order considerations of a correctional centre.

This includes that where English may not be your first language, interpreter services and/or a translation dictionary will be provided to assist your effective communication.

The requirements of the *Anti Discrimination Act 1991* will also apply to decisions on your prisoner management. Refer to section 7.2 of this Prisoner Information Booklet for the complains process where you believe that you may have been the subject of discrimination.

### **6.1 Meals for cultural, religious or lifestyle reasons**

Alternative meals may be ordered for a prisoner if there is a religious or cultural requirement.

If you wish to obtain a food provision on the basis of cultural, religious or lifestyle reasons, you must apply to the General Manager of the centre outlining what you require and reasons why this should be approved.

### **6.2 Religion**

The centre will make every effort to allow you to practise your religion.

#### **Religious services**

All correctional centres have a chapel or special area set aside for religious services.

#### **Religious visitors**

Duty chaplains visit correctional centres regularly and can arrange for a priest or minister from your own denomination or religion to visit you if you wish. The prison chaplaincy team represents most major religions. If you belong to a recognised religion that is not represented by the chaplaincy team and would like to receive a visit from a representative from this religion, you should ask your unit manager.

## **7. Getting through the system**

### **7.1 Your rights**

#### **The Right to Information (RTI) and Information Privacy Acts (IP Act)**

The RTI and IP Acts replaced the Freedom of Information (FOI) Act on 1 July 2009. The new Acts give you the same three basic rights:

- the right to apply for access to most government documents
- the right to have incorrect personal information on government files corrected
- the requirement for government departments, authorities and bodies to publish and make available current information about what they do and how people can access this information.

Under the RTI and IP Acts you can apply for access to any documents held on Corrective Services files, although you may not be given access to some or all of the material you ask for if it qualifies for exemption, or it is not in the public interest to release it.

Application forms and accompanying information sheets are available on request from your unit or case officer. They will explain which Act you should apply under and how the process works. There may be a fee or charges payable in some cases.

### **Medical Records**

Your medical records are the property of Queensland Health and not Queensland Corrective Services. While you can request access to your medical file under the RTI legislation, medical staff allow patients administrative access to their medical files without going through this process. If you wish to see the information on your medical file, please contact the Nurse Unit Manager (NUM), doctor or registered nurse at the centre at which you are placed. The medical staff will be able to show you, and explain to you, what is held in your medical records.

### **Official Visitors**

Official Visitors can investigate complaints or concerns you have about your treatment whilst in the centre. Official Visitors visit centres regularly and you can ask a staff member to add your name to the list to see an Official Visitor when they next visit.

### **Ombudsman**

The Ombudsman's office reviews complaints people have about the way they have been treated by a government department. If you have a complaint, try to have it dealt with within the centre or with the Official Visitor in the first instance. If you feel you cannot do this, you can write to or phone the Ombudsman's office, or ask to see them when they next visit (see section 9 of this booklet for contact details).

### **Legal Aid**

Legal Aid representatives visit correctional centres on a regular basis. To make an appointment, ask a staff member to add your name to the list.

### **Prisoners' Legal Service**

This is an independent service that can provide free legal advice over the telephone to you and your family regarding matters that arise from your incarceration. You can write to or phone Prisoners Legal Service (see section 9 for contact details).

## **7.2 Complaints about discrimination**

There are a range of internal and external processes that are available to you in order to complain about treatment you have received while in custody.

However, if your complaint alleges that corrective services management has discriminated against you in a particular way, the *Corrective Services Act 2006* Part 12A Discrimination complaints (see Appendix A) states that you must use internal complaints processes in the first instance. This means that you must follow a two step process before your complaint will be accepted for consideration by the Anti-Discrimination Commission Queensland.

The first step requires that you make your complaint in writing to the General Manager of the corrective services facility where you are being detained. The complaint will be investigated and resolved within four months and a written response provided to you. If your complaint is not resolved to your satisfaction (or you have not received a response)

within the four month period, you may then progress your complaint to the second step of the process.

The second step involves making a complaint in writing to the Official Visitor coordinator. The relevant Official Visitor will then review your complaint.

Once you have received a response in writing from the Official Visitor advising that they have finished dealing with your complaint (or if you have not received a response within one month) you may then take the matter to the Anti-Discrimination Commission Queensland.

Part 12A Discrimination complaints (see Appendix A) also outlines when a term imposed by a protected authority is not direct or indirect discrimination and restricts compensation claims.

### **7.3 Complaints about health care**

You can complain about health services in Queensland, and about any aspect of your healthcare that is unreasonable to the Health Quality and Complaints Commission (Queensland). Refer to section 9 for contact details.

## **8. Your sentence**

### **8.1 Remand**

Remand prisoners who wish to apply for bail should seek legal advice.

### **8.2 Security classification/risk assessment**

Every prisoner must be classified into one of the following security classifications –

- Maximum;
- High; or
- Low

Security classification is determined after the delegated decision maker gives consideration to the following criteria outlined in section 12(2) of the *Corrective Services Act (2006)*:

- (a) the nature of the offence for which the prisoner has been charged or convicted;
- (b) the risk of the prisoner escaping, or attempting to escape, from custody;
- (c) the risk of the prisoner committing a further offence and the impact the commission of the further offence is likely to have on the community;
- (d) the risk the prisoner poses to himself or herself, and other prisoners, staff members and the security of the corrective services facility.

However, when a prisoner is admitted to a corrective services facility for detention on remand for an offence and is not serving a term of imprisonment for another offence, the prisoner must only be classified into a security classification of –

- High; or
- If the chief executive decides – maximum.



This means that if you are remanded in custody and not serving a sentence (i.e. you are a "remand only" prisoner), you will be automatically assigned a High security classification. However, a delegated decision maker can decide to classify you as Maximum security. A remand only prisoner with a high security classification will not have their classification reviewed until they are sentenced.

### **8.3 Offender Rehabilitation Plans (ORP) and reviews**

If your sentence is 12 months or less, admission and induction will be followed by an individual induction with a sentence management officer, who will determine requirements for further reviews.

#### **ORP**

If your sentence is more than 12 months, you will be assessed so that an appropriate ORP can be devised. An assessment of your needs is normally completed at the reception centre and the results will be handed to the sentence management team, who will consider your educational and vocational needs, rehabilitation needs, employment needs, reintegration needs and self development needs.

#### **ORP reviews**

Reviews of your ORP give you an opportunity to participate in your sentence planning.

ORP reviews are undertaken at a minimum of yearly throughout your custodial sentence.

#### **Classification reviews**

Classification reviews may give you the chance to improve your position and opportunities or to be transferred to another centre. High classification reviews are undertaken at a minimum of 12 monthly. This excludes remand only prisoners with a high security classification who will not have their classification reviewed until they are sentenced. Maximum classification reviews are undertaken at a minimum of six monthly. Once you achieve low classification, classification reviews are no longer required unless your circumstances change.

#### **Review process**

You should participate in these reviews as much as possible and ask questions about anything you do not understand. You will be given adequate time to prepare for these reviews, which will take the form of an interview, discussion and recommendations about your security classification and/or ORP. These reviews may be undertaken alone or at the same time as each other.

The review team will be made up of staff such as sentence management officers, psychologists or counsellors, educational officers and custodial officers.

### **8.4 Leave of absence**

Leave can be granted to a prisoner for the following reasons:

- to perform community service;
- for compassionate reasons;
- to attend medical, dental or optical appointments; and
- to participate in educational or vocational activities.

Leave to travel interstate is only granted for compassionate purposes. You may be required to pay the costs associated with having an escort while on leave of absence.

Speak to the sentence management team at your centre if you have any questions.

## **8.5 Transfers**

### **Prisoner requests**

If you want a transfer to another corrective services facility you must have the appropriate security classification (which may be subject to review) and there must also be a vacancy available at the nominated centre.

Requests for transfer should be made at the time of your offender management review and should set out reasons for the request.

Interstate transfers: you may apply for an interstate transfer for either welfare reasons or if they are awaiting trial for outstanding charges in another state. Applications can take up to 12 months and prisoners with two years or less to serve are generally not advised to apply.

### **Other transfers**

You can be transferred to another centre at any time. Reasons for a transfer can relate to issues such as custodial requirements, centre administration, program availability or medical requirements.

In most instances you will be allowed to check, pack and observe the sealing of your personal property when you are transferred, and you will be able to make a phone call and post a letter, free of charge, to notify your relatives and friends.

If appropriate, you may be granted an extended visit from your relatives or friends before you are transferred.

### **Appeals against transfer**

If you are transferred against your wish, you can appeal. In the meantime, you will be transferred but if your appeal is successful, you will be returned to the centre from which you were transferred within four weeks of the appeal hearing, as long as there is a vacancy for you.

## **8.6 Safety orders**

A Safety Order may be made to separate prisoners who a doctor or psychologist believes are at risk of harming themselves or harming someone else. A Safety Order may also be made if the chief executive or delegate believes there is a risk the prisoner may harm someone else, be harmed by someone else, or it is required for the good order and security of the facility. A Safety Order will allow for the separation of a prisoner for up to one month.

## **8.7 Separate confinement**

Separate confinement is a punishment for a breach of discipline. It must not be for more than seven days and must take into account any special needs relating to the prisoner.

Medical examinations are carried out on prisoners before entering and after leaving separate confinement.

Please note: If you commit an offence while you are in custody, you may be sentenced to a further term of imprisonment.

## **9. Release from custody**

### **9.1 Court-ordered parole**

Prisoners who are sentenced to a period of imprisonment of three years or less, who are not sex offenders or serious violent offenders, will be given a parole release date by the court at the time of sentencing.

A prisoner who has been given a court-ordered parole release date by a sentencing court will be released to parole on that day, unless the prisoner has been remanded in custody on further charges.

### **9.2 Board-ordered parole**

Prisoners serving sentences of more than three years, as well as all sex offenders and serious violent offenders, must apply to a Parole Board for release to Parole. The Queensland Parole Board will consider the suitability for parole of prisoners serving more than eight years imprisonment.

Two Regional Parole Boards will consider the suitability for parole for prisoners serving more than three years and less than three years imprisonment, and all sex offenders and serious violent offenders who are serving less than three years imprisonment.

If you are applying for parole and require further information on the process you may request a corrective services officer to provide you with a copy of the Parole Orders procedure.

### **9.3 Conditions of parole**

Prisoners released to court-ordered parole and board ordered parole will be issued with a Parole Order. Prisoners must comply with the conditions of their Parole Order.

Standard conditions include that a prisoner must report to and receive visits from a probation and parole officer, submit to being tested for drugs and alcohol if asked to by a probation and parole officer and notify a probation and parole officer within 48 hours of any change in address or employment details.

A Parole Board may place other conditions on a Parole Order to assist a prisoner to reintegrate into the community that the Board thinks may help to ensure the prisoner's good conduct or stop the prisoner committing an offence.

For example, conditions may relate to the prisoner's place of residence, employment or participation in programs.

A prisoner who has failed to comply with the conditions of a court-ordered parole order or Board-ordered parole order may have his or her order suspended and a warrant issued. A Parole Board will consider a suspended parole order and decide whether the order should be cancelled. If a parole order is cancelled, the prisoner will remain in custody.

### **9.4 Release or discharge**

Early discharge may be granted to ensure that a prisoner is able to access transport to return to his or her community. Early discharge may be granted for up to seven days.

If your release date falls on a weekend or public holiday, you may, at the General Manager's discretion, be discharged on the working day prior to the weekend or holiday.

Release: on the day of your release you should present yourself to Centrelink so that you can receive your first welfare payment and/or crisis payment (if you are entitled to it).

In the majority of cases your property will be returned to you before you leave the centre. You should check it thoroughly. If anything is missing, you should report it immediately.

## **9.5 Planning for Release**

### **Reintegration Support**

Some form of release planning assistance will be available to all sentenced prisoners within 9 months of their release date (fulltime date, court-ordered parole date or board-ordered parole eligibility date) – either through the Transitions Program or the Transitional Support Service. These programs and services will help you identify your personal community reintegration needs and put you in touch with agencies and services in the community that will be able to assist and support you when you get out. The Transitions Coordinator at your centre will be able to provide you with more information.

It is useful to start planning for release early in your sentence. That way, you can make the most of programs and services available in prison (such as education and vocational training courses) that may provide you with new skills and qualifications that might make it easier for you to resettle in the community when you are released.

If you were homeless before coming into custody or are concerned you will be homeless when you are released, speak to the Transitions Coordinator.

### **Offender Reintegration Support Service (ORSS)**

After completing either the Transitions Program or the Transitional Support Service, you may be eligible to be referred to the Offender Reintegration Support Service (ORSS). ORSS aims to link you to a range of services in the community so that you have the help you need to get out and stay out. You can only access the ORSS through the Transitions Coordinator at your centre. If referred to ORSS, you will meet with a worker from the support agency while you are still in custody and can discuss how to put your plans into action post release. This service is free and the services providers cannot ask you to pay for the support they provide you unless there is an agreement to support your housing costs.

However you may have to pay for services you receive from other agencies – such as paying for residential drug and alcohol rehabilitation services.

### **Advance 2 Work**

Advance 2 Work is a free service that provides specialist employment assistance to people getting out of prison. Advance 2 Work is available to all sentenced prisoners (remand prisoners are not eligible) who are within six months of release.

Advance 2 Work can work with you up to release and will continue to provide you with employment assistance after you get out of prison. This assistance can include job search support, resume preparation, vocational training, referrals, as well as liaising with potential employers if required. Talk to a Transitions Coordinator about registering with Advance 2 Work, but remember that you must **register with them before you get out** to be eligible to access the post release assistance.

## Other Specialist Support

If you were an existing client of Disability Services Queensland or a Community Mental Health Service before you came to prison, it is important to notify these agencies when you are going to be released. They will be able to work with you to support you and continue your treatment when you get out. Talk to a counsellor or the Transitions Coordinator to get help to contact these agencies.

## 10. Contacts

Name	Phone Number / Services	Address
Aboriginal and Torres Strait Islanders Corporation for Legal Services	(07) 3025 3888 The Aboriginal & Torres Strait Islander Legal Service (Qld South) Ltd is a non-profit, community based Indigenous organisation responsible to the community for the provision of legal representation in areas of criminal, civil and family law under a contract.	Level 5, 183 North Quay, Brisbane Qld 4000
Alcohol and Drug Foundation – Queensland	(07) 3834 0200 The Alcohol and Drug Foundation Queensland is a Non-Government Organisation (NGO) dedicated to reducing the individual and social harms associated with alcohol and drug use and to promoting health enhancing behaviour change.	PO Box 332, Spring Hill Qld 4004
Alcoholics Anonymous	(07) 3255 9162 Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.	Annerley City Library Annex, 450 Ipswich Road, Annerley Qld 4103
Boystown	(07) 3368 3399 BoysTown advocates on behalf of, and to support, disadvantaged young people through education, counselling, peer support and preparation for employment.	BoysTown Business Centre, Suite 5 Cordova Street, Milton Qld 4064  GPO Box 2469, Brisbane Qld 4001
Brisbane Council of Elders	(07) 3846 5257	121 Cordelia Street, South Brisbane Qld 4101

Name	Phone Number / Services	Address
Brisbane Domestic Violence Advocacy Service	<p>(07) 3217 2544</p> <p>DV Connect Womens <b>24 hour</b> Help Line on 1800 811 811</p> <p>DV Connect Mens Help Line on 1800 600 636</p> <p>Immigrant Women's Support Service on (07) 3846 3490</p> <p>The Brisbane Domestic Violence advocacy Service (BDVAS) is a community based organisation that provides a free and confidential advocacy and support service for women, children, family members and individuals affected by domestic and family violence in the Brisbane Metropolitan area.</p>	PO Box 3278 South Brisbane, Qld 4101
Career Employment Australia Inc	<p>(07) 3397 9899 or 1800 080 427</p> <p>The individual organisations within the group were created to provide assistance to disadvantaged people in the community. The group has 6 sites in South East Queensland and co-locates at many additional sites across the state. The organisations within the group have a long history of assisting youth, migrants, people returning to the workforce, people with disabilities, Indigenous people, ex-offenders and mature aged clients.</p>	29 Cambridge Street, Coorparoo Qld 4151
Catholic Prison Ministry	<p>(07)3846 7577.</p> <p>Catholic Prison Ministry's mission is to respond to the issues faced by people affected by the Criminal Justice System: in court, in prison, in community corrections, in families, and in the wider community.</p>	PO Box 5251, West End Qld 4101

Name	Phone Number / Services	Address
<p>Department of Communities, Child Safety and Disability Services:</p> <p>Enquiries:</p>	<p>(07) 13 74 68</p> <p><b>dvconnect womensline on 1800 811 811</b> Assists women to obtain refuge accommodation, counselling and referral to other services.</p> <p><b>dvconnect mensline on 1800 600 636</b> Provides counselling, information and referral to men affected by domestic and family violence.</p> <p><b>Kids helpline on 1800 551 800</b> A free confidential telephone counselling service for five to 25-year-olds.</p> <p><b>Sexual assault hotline on 1800 010 120</b> A 24-hour confidential telephone service for women who have been sexually abused or sexually assaulted at any time of their lives.</p>	<p>111 George Street, Brisbane Qld 4000</p> <p>GPO Box 806 Brisbane Qld 4001</p>
<p>Alcohol and Drug Information Service</p>	<p>1800 177 833</p> <p>The Alcohol and Drug Information Service (ADIS) is a confidential telephone service that offers information, advice, counselling and referral for alcohol and other drug issues.</p>	<p>Queensland Health Building 147-163 Charlotte Street, Brisbane Qld 4000</p> <p>GPO Box 48 Brisbane, Queensland 4001 Australia</p>
<p>Drug Arm Australasia</p>	<p>(07) 3620 8800 or 1300 656 800</p> <p>DRUG ARM (Drug Awareness, Rehabilitation and Management) provides an outreach of care and compassion through education, awareness, prevention, rehabilitation and support programs that assist individuals, families and communities.</p>	<p>PO Box 590, Brisbane, Qld. 4001</p>
<p>Gamblers Anonymous</p>	<p>1800 002 210</p> <p>Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from a gambling problem. The only requirement for membership is a desire to stop gambling. There are no dues or fees for Gamblers Anonymous membership.</p>	<p>Regional Service Office P.O. Box 122, FAIRFIELD NSW 1860</p>

Name	Phone Number / Services	Address
Health Quality and Complaints Commission (Queensland)	(07) 3120 5999 1800 077 308 (outside Brisbane) TTY (07) 3120 5997 (for hearing impaired) The Health Quality and Complaints Commission is Queensland's independent health watchdog and quality champion. The Commission works with healthcare providers, consumers and other organisations to improve the safety and quality of health services in Queensland. The Commission monitors and reports on healthcare quality and manages healthcare complaints.	GPO Box 3089 Brisbane QLD 4001
Homeless Person's Information (Queensland)  Department of Communities, Child Safety and Disability Services	1300 474 753 (toll-free within Australia) TTY 1800 010 222 Homeless Persons Information Queensland's a freecall service that can give advice and support by providing information about housing for people who are homeless. They also provide practical assistance such as where to get meals, showers and clothing, as well as access to counselling support. The service also provides help for vulnerable people at risk of becoming homeless.	111 George Street, Brisbane Qld 4000  GPO Box 806 Brisbane Qld 4001
Immigrant Women's Support Service	(07) 3846 5400 (Sexual Assault) (07) 3846 3490 (Domestic Violence) Immigrants Women's Support Service (IWSS) offers cost free, culturally sensitive and confidential advocacy, counselling and support to immigrant and refugee women and their children from non-English speaking backgrounds that are affected by domestic and sexual violence. IWSS can provide face to face support to women in the Greater Brisbane area. Telephone contact and support is available to women Queensland-wide, including those in remote and rural areas.	PO Box 5490, West End Qld 4101
Legal Aid Queensland	1300 65 11 88 for general legal information and referrals (cost of a local call in Australia) 1300 65 01 43 for Indigenous legal information and referrals 13 14 50 for Translating and Interpreting service (TIS) (07) 3238 3023 TTY service for hearing or speech impaired people  Legal Aid Queensland is a statutory authority that provides legal information, advice and representation to financially disadvantaged Queenslanders.	GPO Box 2449, Brisbane Qld 4001



Name	Phone Number / Services	Address
Life Line	131 114 (24 hour service) Lifeline provides access to crisis support, suicide prevention and mental health support services.	Uniting Care Community PO Box 491, Fortitude Valley Qld 4006
Mensline Queensland (Counselling Service)	1300 78 99 78 MensLine Australia is a telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.	PO Box 2335, Footscray VIC 3011
Murrie Watch Aboriginal & Torres Strait Islanders Corp	(07) 3891 2822 Murri Watch's programs include: * Diversion from Custody program provides alternate care for people brought into police custody or at risk of coming into custody as a result of being intoxicated; * Cell Visitors program provides assistance to indigenous people held in watchhouses within the Greater Brisbane area aimed at reducing the risk of self harming; * Local Justice Program provides a cultural resource worker located at Brisbane Youth Detention Centre. * Inner Brisbane homeless Indigenous Support Service assists with providing accommodation to Indigenous people who are homeless or at risk of homelessness within the Inner Brisbane City Area.	15 Hubert Street Woolloongabba QLD 4102
Narcotics Anonymous	(07)3391 5045 Narcotics Anonymous is a nonprofit, international, community-based organisation for recovering addicts active in over sixty countries. Narcotics Anonymous (NA) members learn from one another how to live drug-free and recover from the effects of addiction in their lives.	PO BOX 1359, Fortitude Valley Qld 4006
North Queensland Prisoner's Aid Society	(07) 4772 3330 North Queensland Prisoner's Aid Society provides family support for people who have family in prison; a bus service for prison visitors to Townsville Correctional Centre Complex and emergency relief funds.	PO Box 596, Castletown, Hyde Park Qld 4810
Prison Fellowship of Australia (Queensland Council)	(07) 3399 3190 Prison Fellowship Qld is active in each of Queensland's 13 Correctional Centres with 20 Chaplains and approximately 200 Accredited Volunteers. The Chaplains are engaged in diverse in-prison services including Chapel Services, Counselling, Concerts and Sport. The volunteers outside assist in programs like Post Release Transport, Family Support and Angel Tree.	PO Box 3310 Norman Park Qld 4170
Prison Transport Group	1800 3343 79 Prison Transport Group provides transport and other support services to the families of prisoners in South East Queensland in order to facilitate family contact.	PO Box 534 Lutwyche Qld 4030

Name	Phone Number / Services	Address
Prisoners' Legal Service	(07) 3846 3384 - service is only available to family and friends of prisoners with a prison law issue. The Prisoners' Legal Service (PLS) offers free legal advice, information, assistance, and referrals to Queensland prisoners and their families on matters relating to their imprisonment.	PO Box 5162, West End Qld 4101
Ozcare	(07) 3028 9000 Ozcare is a not-for-profit organisation providing a wide range of health and human services across Queensland; including aged care, community care, community health and community support.	PO Box 912, Fortitude Valley Qld 4006
Queensland Ombudsman's Office	(07) 3005 7000 1800 068 908 The Ombudsman investigates complaints about the actions and decisions of Queensland public agencies and their staff that may be unlawful, unreasonable, unfair, improperly discriminatory or otherwise wrong.	PO Box 3314, Brisbane Qld 4000
Relationships Australia	1300 364 277 Relationships Australia provides counselling, separation, support and education services.	159 St Pauls Terrace, Spring Hill Qld 4000
Salvation Army	1300 363 622 The Salvation Army provides wide-ranging services including; a national network of around 260 community service centres providing practical emergency assistance for families and individuals facing financial pressure, accommodation and related support for homeless persons and aged care facilities providing accommodation and care for older Australians in the form of hostels, nursing homes, self-care units and respite care.	80 Glenrosa Rd, Red Hill Qld 4059
Sisters Inside	(07) 3844 5066 Sisters Inside assists women prisoners and their families inside and outside prison	PO Box 3407, South Brisbane Qld 4101
State Chaplaincy Board	0409 269 678	P.O. Box 3432 Sunnybank Qld 4109
Women's Legal Service	(07) 3392 0670 or 1800 677 278 Women's Legal Service is a specialist community legal centre run by and for women that provides free legal information, advice and referrals throughout Queensland. They do not undertake court representation but will provide advice about legal rights and information such as court processes.	PO Box 119, Annerley Qld 4103

## **Appendix B**

### **Corrective Services Act 2006 Part 12A Discrimination complaints**

#### **Division 1 Preliminary**

##### **319A Definitions**

In this part— **protected defendant** means—

- (a) the State, but only in relation to a matter arising out of the administration of this Act; or
- (b) an engaged service provider; or
- (c) a community service supervisor; or
- (d) an entity employed or engaged under this Act whose functions include rehabilitating offenders; or
- (e) an entity that is joined in a proceeding about a contravention of the Anti-Discrimination Act brought by an offender against an entity mentioned in paragraph (a), (b), (c), (d) or (f); or
- (f) an individual employed or engaged by an entity mentioned in paragraph (a), (b), (c), (d) or (e).

**relevant person** means a person mentioned in section 134(1) or (3) of the Anti-Discrimination Act.

*Editor's note—*

Anti-Discrimination Act, section 134 (Who may complain)

**tribunal** means QCAT.

##### **319B Purpose of part and its achievement**

(1) The purpose of this part is to maintain a balance between—

- (a) the financial and other constraints to which protected defendants are subject in their treatment of offenders;
- and

- (b) the need to continue to respect offenders' dignity.

(2) The purpose is achieved primarily by—

- (a) requiring offenders to use internal complaints procedures provided by the department for complaining about an alleged contravention of the Anti-Discrimination Act before complaining under that Act about a contravention; and
- (b) modifying the Anti-Discrimination Act's application to the treatment of offenders by protected defendants.

##### **319C Relationship with Anti-Discrimination Act**

This part applies despite the Anti-Discrimination Act.

#### **Division 2 Restrictions on complaints**

##### **319D No property or interest in right of complaint**

(1) Nothing in this part prevents a relevant person complaining to the anti-discrimination commissioner under the Anti-Discrimination Act, section 134 about an alleged contravention of that Act committed by a protected defendant against an offender.

(2) However, the offender has no property or interest in the right of complaint.

(3) Subsection (1) applies subject to sections 319E and 319F.

##### **319E Complaint to chief executive required first**

(1) A relevant person can not complain to the anti-discrimination commissioner under the Anti-Discrimination Act, section 134 about an alleged contravention of that Act committed by a

protected defendant against an offender until—

- (a) if the offender was detained in a corrective services facility when the alleged contravention happened—at least 4 months after the offender makes a written complaint

about the alleged contravention to the chief executive at the corrective services facility where the offender was detained; or

(b) if the offender was not detained in a corrective services facility when the alleged contravention happened—at least 4 months after the offender makes a written complaint about the alleged contravention to the chief executive at the probation and parole office where the offender was required to report to a corrective services officer.

(2) However, subsection (1) does not apply if the offender is notified in writing by the chief executive that the chief

executive has finished dealing with the offender's complaint.

(3) Subsection (1)(a) applies subject to section 319F.

### **319F Complaint to official visitor required first**

(1) This section applies in relation to an offender mentioned in section 319E(1)(a) who is still detained in a corrective

services facility at the earlier of the following—

(a) the day the offender is notified in writing by the chief executive that the chief executive has finished dealing with the offender's complaint under that section;

(b) the day that is 4 months after the offender makes a written complaint to the chief executive under that section.

(2) A relevant person can not complain to the anti-discrimination commissioner under the Anti-Discrimination Act, section 134 about an alleged contravention of that Act committed by a

protected defendant against the offender until at least 1 month after the offender makes a written complaint under section 290(1) to an official visitor about the alleged contravention.

(3) However, subsection (2) does not apply if the offender is notified in writing by the official visitor that the official visitor has finished dealing with the offender's complaint.

### **Division 3 Modifications**

#### **319G When treatment of offender by protected defendant is not direct discrimination**

(1) This section applies if a protected defendant treats, or proposes to treat, an offender with an attribute less favourably than another offender without the attribute in circumstances

that are the same or not materially different.

(2) For the Anti-Discrimination Act, section 10 the protected defendant does not directly discriminate against the offender if the treatment, or proposed treatment, is reasonable.

(3) In considering whether the treatment, or proposed treatment, is reasonable, the tribunal must consider any relevant submissions made about any of the following—

(a) the security and good order of any corrective services facility in which the offender was detained when the protected defendant treated, or proposed to treat, the offender less favourably;

(b) the cost to the protected defendant of providing alternative treatment;

(c) the administrative and operational burden that providing alternative treatment might place on the protected defendant;

(d) the disruption to the protected defendant that providing alternative treatment might cause;

(e) the budget constraints of the protected defendant;

(f) the resources constraints of the protected defendant;

(g) whether the treatment, or proposed treatment, adequately meets the needs of the offender, notwithstanding the availability of alternative treatment that more ideally meets the needs of the offender;

(h) the need to respect offenders' dignity;

(i) whether the treatment, or proposed treatment, unfairly prejudices other offenders;

(j) any other matter the tribunal considers relevant.

(4) In a case involving an allegation of direct discrimination by an offender against a protected defendant, the protected defendant must prove, on the balance of probabilities, that the treatment, or proposed treatment, is reasonable.

**319H When term imposed on offender by protected defendant is not indirect discrimination**

(1) This section applies if a protected defendant imposes, or proposes to impose, a term—  
(a) with which an offender with an attribute does not or is not able to comply; and  
(b) with which a higher proportion of offenders without the attribute comply or are able to comply.

(2) In considering whether for the Anti-Discrimination Act, section 11(1)(c) the term is reasonable, the tribunal must consider any relevant submissions made about any of the following—

- (a) the security and good order of any corrective services facility in which the offender was detained when the protected defendant imposed, or proposed to impose, the term;
- (b) the cost to the protected defendant of imposing an alternative term;
- (c) the administrative and operational burden that imposing an alternative term might place on the protected defendant;
- (d) the disruption to the protected defendant that imposing an alternative term might cause;
- (e) the budget constraints of the protected defendant;
- (f) the resources constraints of the protected defendant;
- (g) whether the imposing of, or proposal to impose, the term adequately meets the needs of the offender, notwithstanding the availability of an alternative term that more ideally meets the needs of the offender;
- (h) the need to respect offenders' dignity;
- (i) whether the imposing of, or proposal to impose, the term unfairly prejudices other offenders;
- (j) any other matter the tribunal considers relevant.

(3) In this section—

**term** includes condition, requirement or practice, whether or not written.

**319I Restrictions on tribunal compensation orders**

(1) This section applies if the tribunal decides a protected defendant contravened the Anti-Discrimination Act in relation to an offender.

(2) The tribunal may make a compensation order only if it—

- (a) finds that the contravention happened because of an act or omission done or made in bad faith; and
- (b) considers that no non-compensatory order effectively redresses the offender for the contravention.

(3) If the tribunal decides to make a compensation order, it must give the protected defendant and the offender written reasons that no non-compensatory order effectively redresses the offender for the contravention.

(4) Also, if the tribunal decides to make a compensation order—

- (a) the tribunal can not require that payment of an amount of compensation, or interest on an amount of compensation, be paid directly to the offender; and
- (b) the order has effect as an award of compensation only for part 12B; and
- (c) the offender has no property or interest in the compensation.

(5) In this section—

**compensation order** means an order under the Anti-Discrimination Act, section 209(1)(b).

**non-compensatory order** means an order under the Anti-Discrimination Act, section 209(1) other than a compensation order.

## Appendix B

### QCS – Prisoner Privacy Statement

#### Your personal information held by Queensland Corrective Services

**QCS collects personal information about prisoners while in custody and/or under supervision (e.g. on probation, parole, DPSOA or other court order)**

**This Information Sheet explains how QCS may use and disclose the personal information it holds and collects about prisoners.**

**What is personal information?**

Under Queensland's *Information Privacy Act* (IP Act), 'personal information' means:

- *information or an opinion, including information or an opinion which forms part of a database (e.g. IOMS);*
- *whether true or not;*
- *whether recorded in a material form or not;*
- *about an individual who is, or can reasonably be, identified from that information or opinion.*

An prisoner's personal information includes all the information QCS holds about them – for example, offences and sentence, behaviour in prison or under supervision, education and prisoner programs, employment, breaches and incidents, psychological assessments, and so on.

**Legislation authorising the collection of personal information**

Personal information about prisoners is collected because QCS is authorised or required by law to do so, so that it can meet its obligations under its own legislation and under other relevant laws.

Relevant legislation includes:

- *Corrective Services Act*
- *Dangerous Prisoners (Sexual Prisoners) Act*
- *Prisoners (Interstate Transfers) Act*
- *Parole Orders (Transfer) Act*
- *Penalties and Sentences Act*
- *Bail Act*
- *Police Powers and Responsibilities Act*
- *Criminal Code Act*
- *Crimes Act*
- *Crime and Misconduct Act*
- *Ombudsman Act*
- *Child Protection Act*
- *Child Protection (Prisoner Reporting) Act*
- *Criminal Offence Victims Act*
- *Anti-Discrimination Act*
- *Justices Act*
- *Supreme Court Act*
- *Coroners Act*
- *Drug Court Act*
- *Public Trustee Act*
- *Personal Injuries and Proceedings Act*
- *Workplace Health and Safety Act*
- *Public Service Act*
- *Extradition Act*
- *Migration Act*

**Collection of personal information**

Personal information about prisoners is collected when they first come under supervision or into a correctional centre, and QCS continues to collect personal

information throughout their custody and/or supervision.

'Collection' under the IP Act means collecting information from the person it is about. QCS may also receive information about prisoners from other sources, including police, the courts and other government agencies.

**Use of personal information**

Personal information about prisoners is used by QCS in meeting its responsibilities for the safe and humane containment, supervision and rehabilitation of prisoners.

These include providing prisoners with education and rehabilitation programs and support services (such as health and religious services), and making decisions about their classification and accommodation.

QCS also uses personal information about prisoners when it is necessary to do so:

- to ensure the security and good order of a correctional centre or QCS office;
- to ensure the safety of other prisoners, visitors, staff or members of the public;
- to make decisions about visits, where an prisoner may live while on supervision, or reporting requirements;
- risk management;
- law enforcement (including detecting, investigating, preventing, prosecuting

- and punishment for crimes);
- for the investigation of breaches or incidents;
- for departmental administration and to assess or improve QCS' procedures;
- to assist the Chief Inspector in an investigation or Official Visitors who provide services to prisoners;
- for investigations by the Ombudsman, CMC or similar bodies;
- for the enforcement and management of orders from courts, tribunals, inquiries, Parole Boards or other authorities;
- for the management of legal issues (e.g. claims, proceedings, inquests or inquiries);
- to make decisions under legislation (e.g. decisions on respect to transfer, classification, parole and leave under the *Corrective Services Act 2006*);
- for research purposes

### **Disclosure of personal information**

QCS may disclose personal information about prisoners to other State, interstate and Commonwealth and international government Ministers, Departments or entities, to private organisations which provide services to prisoners; and, in some circumstances, to individuals. These entities include:

#### State government

- \* police
- \* courts (including the Coroner) and tribunals
- \* inquiries or reviews
- \* the Ombudsman
- \* the CMC

- \* Queensland Health, the Ambulance Service or a hospital
- \* Department of Communities
- \* Department of Housing
- \* the Registrar of Births, Deaths & Marriages
- \* the Public Trustee
- \* the Public Advocate
- \* professional standards bodies (such as the Law Society and medical registration boards)
- \* Legal Aid
- \* TAFE or a University
- \* the Electoral Commission
- \* Workplace Health & Safety
- \* licensing and regulatory authorities
- \* the Minister responsible for QCS
- \* Member of Parliament

#### Commonwealth government

- \* a court, including the Family Court
- \* Centrelink
- \* Veterans Affairs
- \* Medicare
- \* the Taxation Office
- \* Child Support Agency
- \* Immigration & Citizenship
- \* Federal Police
- \* the Electoral Commission

#### Other States/Territories

- \* corrective services
- \* police

#### International

- \* agencies involved in extradition of prisoners in QCS custody

#### Private sector bodies

- \* a counsellor, psychologist or psychiatrist
- \* a private doctor, hospital or health professional
- \* a laboratory or testing service
- \* a training organisation
- \* an employer
- \* accommodation services

- \* Aboriginal and Torres Strait Islander service providers;
- \* community elders;
- \* a chaplain, priest or religious visitor
- \* interpreter services;
- \* family planning services
- \* community legal services (such as Prisoners' Legal Service)
- \* a bank
- \* an insurance company
- \* a company or business contracted to provide services to QCS (for example, accommodation for prisoners)

#### Individuals

- \* a person who holds an prisoner's power of attorney, or who has been appointed as an prisoners guardian
- \* a person an prisoner has nominated to receive information about them
- \* a victim of crime
- \* a person who brings a legal action against an prisoner
- \* a potential employer
- \* someone with whom an prisoner has applied to live while on parole



# OFFENDER INFORMATION SHEET

## INTERSTATE TRANSFER OF PAROLE ORDERS

ANNEXURE A3

### INFORMATION

#### **Interstate transfers of parole**

You have been given this information sheet because you are on parole or eligible for parole and are considering moving permanently to another Australian state (NSW, QLD, SA, TAS, VIC, or WA) or territory (ACT or NT).

#### **Legislation and guidelines**

There are laws that govern the interstate transfer of parole orders. Each state and territory is bound by a *Parole Orders (Transfer) Act* which gives legal authority for the interstate transfer of parole orders. Each state and territory is also a party to the *National Framework and National Operating Procedures for the Interstate Transfer of Parole Orders*. These documents outline the standard processes that must be followed by each state and territory when arranging or receiving interstate transfer of parole orders.

#### **Automatic Cancellation**

Victorian legislation stipulates, any parolee convicted of serious violent or sexual offences will have their parole cancelled if they are found guilty of any further violent or sexual offences (regardless if a conviction is recorded or not). Furthermore, any parolee that has been sentenced to another prison sentence during the parole period is taken to have been cancelled on that sentence. It is important to understand that as a result of your transfer into Victoria you will be subject to this legislation.

#### **Breach of Parole**

Victorian legislation stipulates if you fail to comply with a prescribed term or condition of your parole, you may be charged with the offence "Breach of Parole". The maximum penalty for Breach of Parole carries up to three months imprisonment (on top of any existing sentence) or a fine of up to 30 penalty units, or both. Victoria Police members have the power to arrest and detain you if they suspect that you have committed breach of parole.

#### **What happens when a parole order is transferred?**

If an interstate transfer of parole is approved and your parole order is registered in the new state or territory, your parole becomes subject to all the parole and supervision requirements of the new state or territory.

It is important to understand that the parole system and supervision requirements in the new state or territory may be different, and in some cases stricter, than those in your current state or territory.

Examples of what may be different include:

- how often you are required to report;



- how often and the type of home visits you will receive;
- the conditions of your parole order;
- the programs you are required to attend;
- the breach process and outcome of breach action; and
- the possibility of your supervision being extended.

In addition, if you are a registered sex offender, your details will be transferred to the register of the state or territory you wish to transfer to.

### **Approval for the transfer of a parole order**

For an interstate transfer of your parole to proceed, approval is required from both the state or territory in which you are currently living as well as the state or territory you wish to transfer to.

Some states and territories have restrictions on the types of offences that can be transferred out of or into their state or territory so you will need to check with your Community Corrections Officer/Probation and Parole Officer if you fall into one of these categories. Further, you must also ensure that any appeal of your sentence or any breach action is finalised before you submit your application.

### **If your application to transfer is approved**

If your application to transfer is approved, your Community Corrections/Probation and Parole Officer will arrange a date for you to report to a Community Corrections/Probation and Parole Officer in the new state or territory. Once you have reported, arrangements will be made for your parole order to be registered in the new state or territory. After the order is registered, you cannot return to the state or territory that you came from without submitting a fresh application for an interstate transfer of parole or an application for a travel permit.

### **If your application to transfer is declined**

There are a number of reasons why an application for an interstate transfer of parole might be declined. If the decision is that your application to transfer is declined, either by the state or territory in which you currently live or the state or territory you wished to transfer to, you will be given the reasons for this decision. These reasons will indicate if there are any issues you could address to make yourself suitable for a transfer in the future. Please note that each state and territory has the right to refuse the transfer of any offender at any time.

### **The application process**

If, after reading all the information above, you wish to proceed with an application for an interstate transfer of parole, you will need to fill in the *Offender Application and Consent Form* which you can get from your Community Corrections/Probation and Parole Officer.

The *Offender Application and Consent Form* asks you to provide details about where you want to transfer to and why you want to transfer. The form also asks you to provide details of people who can be contacted to confirm the information you have given. It is important that you provide as much detail as possible regarding the reasons you want to transfer, any supporting evidence and contact people because these are important considerations when your application is being determined.

The *Offender Application and Consent Form* asks you to give your consent to the application for transfer proceeding and your acknowledgement that you understand the effects of a transfer. The form also asks you to authorise the exchange of information between your current state or territory and the state or territory you wish to transfer to. This exchange includes discussing your criminal history and current circumstances with the people you intend to live with.

The application process is complex and you should be aware that it may take up to three months after your application is received for a decision to be made.

**Further information and assistance**

If you would like any further information about the interstate transfer of parole process or particulars of the state or territory to which you wish to transfer, you should ask your Community Corrections/Probation and Parole Officer. Similarly, if you require assistance in completing the *Offender Application and Consent Form*, you should also ask your Community Corrections/Probation and Parole Officer.



# OFFENDER APPLICATION AND CONSENT FORM

## INTERSTATE TRANSFER OF PAROLE ORDERS

ANNEXURE A4

### 1. APPLICATION DETAILS

Name (in full)	
Date of birth	

### The jurisdiction you want to transfer to

Which state or territory do you want to transfer to?	
Have you ever lived in that state or territory before?	YES / NO
If yes, when did you live there and where did you live?	
Do you have a criminal record in that state or territory?	YES / NO
Do you have any outstanding charges in that state or territory?	YES / NO

### Proposed address and contact details

Proposed address	
Phone number at the address	

### If the address is a private home, please fill in this section:

List the names of anyone who resides at the address and their relationship to you:	
Name	Relationship

Have you made contact with these residents regarding your intention to reside at this address?	YES / NO
If no, why not?	
Are the residents aware of your criminal history?	YES / NO
Of the people on the list, who should we contact to discuss your transfer?	
1. Name	
Mobile phone	
Work phone	
Email	
2. Name	
Mobile phone	
Work phone	
Email	

**If the address is a not a private home, please fill in this section:**

What sort of accommodation is the address? Please provide the name and a description (boarding house, supported accommodation, rehabilitation program).	
Who should we contact at the accommodation to discuss your transfer?	
1. Name	
Mobile phone	

Work phone	
Email	
2. Name	
Mobile phone	
Work phone	
Email	

### Reasons for transfer

Why do you want to transfer?	
Who can we contact to confirm this reason? If you have potential employment, you must include the employer's details below.	
1. Name	
Relationship to you	
Mobile phone	
Work phone	
Email	
2. Name	
Relationship to you	
Mobile phone	
Work phone	
Email	

**Additional information**

Is there anything else you would like to add in support of your application?

## 2. CONSENT

### Consent to application for transfer

I consent for an application to be made to transfer my parole order to: \_\_\_\_\_

### Understanding of the consequences of transfer

I have been informed of and understand the consequences of a transfer of my parole order. I acknowledge that:

- I will be bound by the supervision requirements of the new state/territory, which may be different from my current supervision requirements.
- I am aware that the conditions of my parole order may be varied in the new state/territory.
- The penalties for breaching my order in the new state/territory may be different to those in my current state/territory.
- I will abide by the conditions of parole in the new state/territory.

### Consent to release information

I consent for details of my criminal history, sentence, case management and other relevant information to be provided to the appropriate department in the state/territory I wish to transfer to and my proposed co-residents.

I understand this information will be used for the purpose of making any decisions about my transfer, including assessing my proposed accommodation and/or employment.

### Signature

Offender's name:

Signature:

Date:

Community Corrections/Probation and Parole Officer's name:

Signature:

Date:

**Information Privacy Notice  
Section 8(1) (a) Parole Orders (Transfer) Act 1984**

The Department of Community Safety is collecting the information on this form for the following purposes:

- to consider your application to transfer your Parole Order interstate
- for the Department to discharge its legislative, accountability, administrative, reporting, management, personnel and financial functions.

The Department of Community Safety usually gives some or all of this information to the Queensland or others state Parole Board, other State, Territory, Commonwealth government departments and the individuals/organisations identified in this form.

In addition to the above uses and disclosures, your personal information may also be used and disclosed as per the Queensland Corrective Services *Offender Privacy Statement* that has been provided to all offenders and is otherwise available your Probation and Parole Officer.

Secondary Information Sources to be made Available

The following secondary information sources at a minimum will be made available to prisoners:

- Carter's Criminal Law of Queensland
- Cross on Evidence
- Evidence Law in Queensland
- Criminal Process in Queensland and Western Australia
- An Introduction to Criminal Law in Queensland and Western Australia; and
- Queensland Law Handbook (published by Caxton Legal Centre).

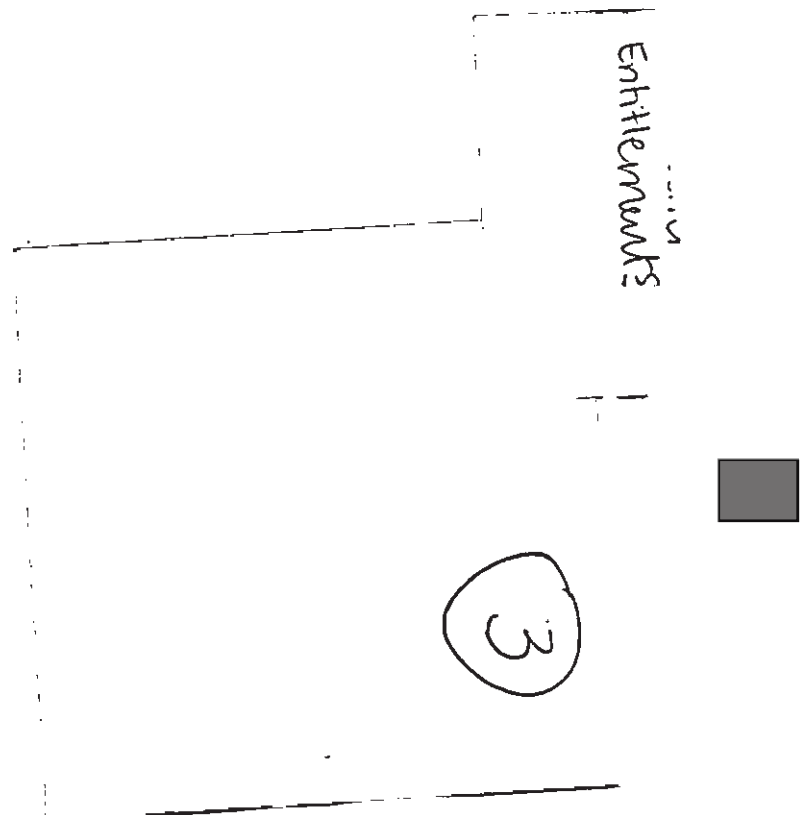
A prisoner may request access to copies of additional secondary information. The General Manager of the corrective services facility or nominee will consider these requests in accordance with the requirements of this section of the Practice Directive.

In-Cell Computer for Legal Purposes

A General Manager or Deputy General Manager of a corrective services facility may approve a prisoner to have an in-cell computer for legal purposes. The computer must only be used for the approved purpose and must not contain any stored inappropriate or pornographic information or material.

Refer *Corrective Services Act 2006 (CSA)* ss 128(2)(a); *Corrective Services Regulation 2006 (CSR)* s 20 and Instrument of Delegation of Chief Executive Powers s128(2)(a).

For further information in relation to the process of application, approval and review of the In-Cell computer access refer to the Education/Vocational Training Programs section of Rehabilitation and Education Practice Directive







**Computer Access for Prisoners**

**Eligibility Criteria**

Educational/Vocational Purposes

A prisoner may only be granted access to an in-cell computer or a VET computer for an approved educational or vocational program identified in the prisoner's Offender Rehabilitation Plan (ORP). Prisoners must be approved by the General Manager of the corrective services facility to undertake studies via distance education to be eligible for an in-cell computer. The VET computers may only be used to assist in the delivery of the identified learning outcomes of the approved training modules or for approved educational courses (i.e. year 10 studies). A prisoner must be enrolled in an approved vocational training or educational course that is scheduled for delivery in the classroom. Access will only be for the duration of the scheduled vocational or educational training program. Prisoners accessing the VET computers during their participation in approved VET or educational courses must be supervised at all times for the duration of the training.

A prisoner must not access or use a computer or peripheral device that stores official or prisoner information (e.g. a prisoner working in a store, reception or trade area of a corrective services facility must not be permitted to access or use a computer that stores official or prisoner information).

A prisoner must not use the computer to produce legal documents or personal correspondence/files. Inappropriate or pornographic information or material must not be stored on the computer.

A prisoner must have sufficient funds and demonstrated future funding in their trust account to cover the costs of weekly rental of an in-cell rental computer.

Legal Purposes

To be eligible for approval of an in-cell computer for legal purposes a prisoner must have a legal proceeding currently in action. Refer Prisoner Entitlements Practice Directive – Official Rights section. Only computers purchased and approved by QCS may be provided to a prisoner. All in-cell computers provided to prisoners for legal purposes must be configured in accordance with ICS requirements.

Refer Administration and Handling of Rental Computer Equipment Appendix 13.

**In-cell Rental Computer Waiting List**

A waiting list of prisoners who meet the eligibility criteria for an in-cell rental computer must be maintained.

<b>Responsible Officer</b>	Education/Vocational Training Officer or other nominated officer.
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**Request for In-cell Computer Access**

Educational/Vocational Purposes

To seek approval for use of in-cell rental computer equipment or additional software a prisoner must complete and submit a Request for Rental Computer Equipment Administrative Form 128 and/or a Request for Computer Software Administrative Form 129.

The prisoner must have demonstrated a commitment to an approved course of educational or vocational study by successfully completing one term or semester of the course.

<b>Additional Considerations</b>	In-cell rental computers must not be approved for legal or recreational use or for prisoners who are accommodated at a work camp.
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### Legal Purposes

A prisoner must complete and submit a Request for Approval of In-cell Computer for Legal Purposes Administrative Form 130 to be considered for approval of an in-cell computer for legal purposes.

### Approval

If approval is granted, the completed Request for Rental Computer Equipment Administrative Form 128 and/or a Request for Computer Software Administrative Form 129 or the Request for Approval of In-cell Computer for Legal Purposes Administrative Form 130 must be forwarded to the Education/Vocational Training Officers or other nominated officer for processing.

Refer Instrument of Delegation of Chief Executive Powers – Department of Justice and Attorney-General (QCS) s128(2)(a).

<b>Timeframe</b>	Within four weeks of submitting the application.
<b>Responsible Officer</b>	Education/Vocational Training Officer or other nominated officer.
<b>Approval and Review</b>	General Manager or Deputy General Manager of a corrective services facility.

### Advise Prisoner

If approval is not granted the prisoner must be informed of the reason in writing.

<b>Timeframe</b>	Within four weeks of submitting the application.
<b>Responsible Officer</b>	General Manager or Deputy General Manager of the corrective services facility.

### Contract – In-cell Rental Computer Educational/Vocational Purposes

A prisoner approved for in-cell rental computer access must complete the In-cell Rental Computer Contract Administrative Form 131.

<b>Timeframe</b>	Prior to the computer being issued to the prisoner.
<b>Responsible Officer</b>	Education/Vocational Training Officer or other nominated officer.

### Inspect In-cell Computer

In-cell computer equipment must be inspected prior to issue. Any damage such as dents, scratches, scrapes must be recorded in the relevant sections of the In-cell Rental Computer Equipment Issue/Return Administrative Form 132 or Damage to In-cell Computer for Legal Purposes Administrative Form 133.

<b>Timeframe</b>	Prior to issue.
<b>Responsible Officer</b>	Education/Vocational Training Officer or other nominated officer.

### Issue In-cell Computer

The prisoner must be supplied with a computer as soon as practicable following completion of the approval process.

Prohibited In-cell Computer	A prisoner must not be in possession of or have access to:
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Equipment	<ul style="list-style-type: none"> <li>• equipment that would enable an in-cell rental computer to be linked to another computer</li> <li>• a modem, facsimile card or other device that may enable direct contact with an outside source</li> <li>• a printer</li> <li>• a scanner</li> <li>• a read/write CD-ROM drive (a read only CD-ROM drive is available with the in-cell computer)</li> <li>• a rewriteable CD/DVD or portable storage device including a USB or SD card (the only exception to this is where the Commissioner or Deputy Commissioner, Statewide Operations has provided prior approval)</li> <li>• equipment that would enable reception or transmission of radio/telephone frequencies</li> <li>• software or other computer-based equipment that is capable of recording sound except a sound board or voice recognition software necessary due to a personal disability of the prisoner</li> <li>• a video camera or video capture card</li> <li>• a joystick, game pad or other game control device unless required for approved educational purposes.</li> </ul>
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#### In-cell Computer for Educational/Vocational Purposes

Data Disks	<p>Data disks and CD-ROMs for use by a prisoner must be purchased using local corrective services facility arrangements, except if provided for education, program or other approved activities.</p> <p>A prisoner may have possession of a maximum of 10 writeable disks or 10 CD-ROMs or a combination of both in their cell. Any disks or CD-ROMs in excess of 10 must be transferred to the prisoner's property store (refer Prisoner Entitlements Practice Directive – Prisoner Belongings). Disks and CD-ROMs must be:</p> <ul style="list-style-type: none"> <li>• marked in a manner that clearly identifies the prisoner</li> <li>• entered in the prisoner's property record.</li> </ul>
Software	<p>Unauthorised data disks or CD-ROMs must be seized. Refer CSA ss138-141.</p> <p>Specific approval is required for any additional software. The prisoner must complete the Request for Computer Software Administrative Form 129. The prisoner must be informed that additional costs may be incurred at the prisoner's expense when purchasing additional software.</p> <p>If approved that additional software is required by the prisoner the Education/Vocational Training Officer or other designated officer must:</p> <ul style="list-style-type: none"> <li>• confirm the requirement of the software with the educational/vocational program provider</li> <li>• obtain quotes from preferred suppliers</li> <li>• advise the prisoner of the availability and cost of the software. The General Manager of a corrective services facility in consultation with the Director, ICS may nominate preferred suppliers.</li> </ul> <p>A prisoner may nominate a preferred supplier however the General Manager of</p>



	<p>a corrective services facility is not obliged to approve a purchase from that supplier (for example, if issues of reliability, location or reputation of supplier are in doubt). Computer software for a prisoner received from outside educational sources including other corrective services facilities may be accepted subject to:</p> <ul style="list-style-type: none"> <li>• the General Manager of the receiving corrective services facility granting approval for the software</li> <li>• being security checked before issue to the prisoner – unless seal packed by the manufacturer/supplier and delivered direct from the vendor.</li> </ul> <p>At the time of approval for an in-cell rental computer any approved additional software required by a prisoner must be installed by the designated officer at the corrective services facility.</p> <p>Once installed on a hard drive, software disks or CD-ROMs must be stored in a prisoner's property except if a particular program requires a disk or CD-ROM in order to operate. Refer CSA s317.</p> <p>All software unless explicitly stated by the manufacturer to the contrary is covered by copyright. Refer <i>Copyright Act 1968</i> (Cth) ss21(5) and 132. Infringing software must not be stored, installed or used by any person within a corrective services facility. In some instances copyright does not cover resale and proof of sale may not be proof that the software conforms to copyright condition, however in most cases proof of purchase will be sufficient.</p> <p>If it is suspected that copyright laws have been breached through the use of unauthorised or illegally copied software or the use of software, approval for use of an in-cell computer must be withdrawn and the computer removed, unless proof of ownership/purchase or non-infringement of copyright can be established. Refer to the Withdrawal of In-cell Computer section of this Practice Directive.</p>
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<b>Timeframe</b>	As soon as practicable following completion of the approval process.
<b>Responsible Officer</b>	Education/Vocational Training Officer or other nominated officer.

### Complete Register

The General Manager of a corrective services facility or nominee must maintain a register of all prisoners who have approval for in-cell computer equipment. The register must include:

- the prisoner's name and IOMS ID number
- the date of approval
- any conditions of approval
- the serial number and description of the approved computer equipment
- the date of review and possible renewal of rental contract
- when a rental is completed the:
  - date of completion/return
  - condition of laptop on return
  - name of the person the laptop was returned to
- when approval is withdrawn the:
  - date of removal



- o reason/s for withdrawal.

Refer Facility Security Practice Directive – Gate Books, Log Books and Registers Requirements Appendix 11.

<b>Timeframe</b>	The same day the computer is issued/returned/withdrawn.
<b>Responsible Officer</b>	An officer nominated by the General Manager of the corrective services facility.

### Conduct Security Inspection

All QCS in-cell rental computers have been configured with password protection on the Basic Input/Output System (BIOS) and installed with a program (Deep Freeze) that prohibits changes to the operating system files. Two types of access have been created:

- IncellPC for prisoner use
- QCSIT for administrator access.

The ability to upload programs and alter the computer setup is controlled. A regular check of files stored on the laptop must be undertaken by the Education/Vocational Training Officers or other nominated officer at a minimum of six monthly intervals. The outcome of security inspections must be recorded on the in-cell register for all prisoners who have approval for in-cell computer equipment.

The BIOS and QCSIT administration logon passwords must be changed on each laptop at a minimum of 12 monthly intervals. The General Manager or Deputy General Manager of a corrective services facility is responsible for ensuring all passwords for in-cell computers are securely stored.

For long-term issued in-cell computers a re-image process should be undertaken each calendar year using the re-image software supplied by ICS.

A prisoner with an in-cell computer must save their data to the IncellPC User folder. Documents and data not saved to this folder will be deleted when the computer is shut down. A prisoner's attempt to save data not in accordance with this instruction may constitute a breach of the conditions of issue of the in-cell computer.

The content of in-cell computers and software may be subject to examination at any time without notice. An examination must be conducted by a suitably qualified or authorised person or organisation at QCS' expense (refer CSA s317).

Access to an in-cell computer operating system, file or application must not be protected by password. If a prisoner protects a file and refuses to remove the protection the computer must be removed immediately, approval suspended and an investigation undertaken. Refer to the Withdrawal/Return of In-cell Computer section of this Practice Directive.

If it is identified that inappropriate use of the in-cell rental computer may have occurred, the General Manager of a corrective services facility or nominee may authorise and organise a security inspection of the in-cell computer. Checking of files and data stored on the in-cell computer may be conducted at any time by the General Manager of a corrective services facility or nominee.

An approved and suitably qualified person or organisation may conduct the security inspection of the in-cell computer equipment and software which must ensure:

- no prohibited item is fitted to the computer



- no pornographic images or other unsuitable material is contained in any fixed or other recording device
- for in-cell rental computers for educational/vocational purposes, any installed, additional software has been approved.

Should any prohibited item, pornographic image or other unsuitable material be located, the computer must be removed immediately, approval suspended and an investigation undertaken. Refer to the Withdrawal/Return of In-cell Computer section of this Practice Directive.

<b>Timeframe</b>	<ul style="list-style-type: none"> <li>• Security check of files stored on in-cell computers must be undertaken at a minimum of six monthly intervals.</li> <li>• BIOS and QCSIT passwords must be changed on in-cell computers at a minimum of 12 monthly intervals.</li> </ul>
<b>Responsible Officer</b>	Education/Vocational Training Officer or other nominated officer.
<b>Approval and Review</b>	General Manager or Deputy General Manager of a corrective services facility.

### Insufficient Funds – In-cell Rental Computer

If at any time during the rental period a prisoner has insufficient funds in their trust account to cover the costs of weekly rental of an in-cell rental computer a Notification of Insufficient Funds Administrative Form 134 must be completed to advise the prisoner that:

- there are insufficient funds in their trust account to cover the required costs
- they have seven working days to make funds available to cover the required costs
- failure to cover the required costs will result in cancellation of the rental contract and removal of the computer (refer to the Withdrawal/Return of In-cell Computer section of this Practice Directive).

### Review/Ongoing Approval

Ongoing approval for a prisoner's use of an in-cell computer is subject to the prisoner continuing to meet the eligibility criteria of initial issue.

<b>Timeframe</b>	<ul style="list-style-type: none"> <li>• Educational/Vocational Purposes – must be checked at a minimum of sixmonthly intervals.</li> <li>• Legal Purposes – must be reviewed at three monthly intervals.</li> </ul>
<b>Responsible Officer</b>	Education/Vocational Training Officer or other nominated officer.
<b>Approval and Review</b>	General Manager or Deputy General Manager of a corrective services facility.

### Transfer between Corrective Services Facilities

The in-cell computers remain the property of the corrective services facility to which they were issued and will not be transferred with a prisoner. The prisoner will need to reapply for approval at the placement centre. Refer to the Request for In-cell Computer Access section of this Practice Directive.

If a prisoner is transferred every effort should be made for the prisoner to continue use of an in-cell rental computer or in-cell computer for legal purposes at the placement facility. If a prisoner is renting an in-cell computer as part of an education program and is considered for transfer to another facility, consideration of the prisoner's education plan and current program enrolment must be taken into account. Refer to the Education of Prisoners section of this Practice Directive. Conformity with recommendations and continuity of program enrolment should be observed wherever possible.



Prior to transfer, all information contained on the prisoner's in-cell computer will be removed and stored on a data disk/s or CD-ROM/s clearly marked with the prisoner's details and kept in the prisoner's property. If the prisoner is re-issued with an in-cell computer for educational/vocational or legal purposes following the transfer, the information contained on the data disk/s or CD-ROM/s will be transferred to the in-cell computer.

### Withdrawal/Return of In-cell Computer

#### Ceases to Meet Eligibility Criteria

If a prisoner who has approval for an in-cell computer ceases to meet the eligibility criteria for continued approval (e.g. withdraws from the study program or legal proceedings have been finalised or discontinued):

- the in-cell computer must be removed immediately
- the rental contract must be terminated (where applicable)
- any software (except data disks) must be placed into the prisoner's property and held in storage (where applicable)
- approval for an in-cell computer must be withdrawn.

#### Inappropriate Use/Damage to In-cell Computer and/or Equipment

If a prisoner damages an in-cell computer, the power cable or any of the software components that are not owned by the prisoner, the cost of repairs other than for fair wear and tear will be deducted from the prisoner's trust account (refer CSA s314; CSR s44 and Prisoner Entitlements Practice Directive – Prisoner Belongings section). The computer must be removed immediately and contract suspended (if applicable) while an investigation is undertaken.

Legal Purposes	There will be no further approvals or rental contracts (if applicable) granted to the prisoner until a decision regarding the return of the computer and future approval is made.  The General Manager or the corrective services facility or nominee may provide an alternative method of access to legal resources for a prisoner during a suspension period.
Educational/Vocational Purposes	There must be no further approvals or rental contracts granted to the prisoner until a decision regarding the return of the rental computer and future approval is made in consultation between the General Manager of a corrective services facility and the Deputy Commissioner, Statewide Operations.

If after investigation the prisoner is found to have wilfully damaged the components mentioned above, the rental contract (if applicable) must be terminated and approval for an in-cell rental computer withdrawn. There must be no further approvals or rental contracts granted to the prisoner. The process must be recorded in a case note and incident report (where necessary) in IOMS. Refer Incident Management Practice Directive.



Case Note



Incident Report

<b>Timeframe</b>	Immediately.
<b>Responsible Officer</b>	Education/Vocational Training Officer or other nominated officer.
<b>Approval and Review</b>	General Manager or Deputy General Manager of a corrective services facility.



### Re-image/Inspect In-cell Computer

When an in-cell rental computer is returned by a prisoner it must undergo a re-image process to remove all previous data and replace the initial settings of the laptop as specified by ICS. This process must be conducted by the Education/Vocational Training Officers, or other nominated officer, and must utilise the re-image software provided by ICS.

The date of return and condition of the laptop on return must be recorded and where applicable the Trust Accounts Officer notified to cease rental deductions from the prisoner's account.

In-cell computer equipment must be inspected on return from rental. Any damage such as dents, scratches, scrapes must be recorded in the relevant sections of the In-Cell Rental Computer Equipment Issue/Return Administrative Form 132.

Upon return of an in-cell rental computer, the next eligible prisoner is to be offered the computer for rental.

<b>Timeframe</b>	On return of the computer, prior to issue to the next eligible prisoner.
<b>Responsible Officer</b>	Education/Vocational Training Officer or other nominated officer.

### VET Computer Access - Inspect VET Computer

A regular check of files stored on the VET computers must be conducted by the Education/Vocational Training Officer, Vocational Training Officer or other nominated person/s prior to the commencement of an accredited vocational training course.

<b>Timeframe</b>	At the completion of each course.
<b>Responsible Officer</b>	Education/Vocational Training Officer.

### Access to VET Computers and Printers

Prior to the commencement of the training, a student user account and password will be set up for the prisoner by the Education or Vocational Training Officer.

All participants in the approved training course may only login to a VET computer using the allocated user account (i.e. Student1, Student2, ..., Student30) and the prescribed, unique password generated by the Education or Vocational Training Officer. The allocated user account and password are to be used for the duration of the course. Refer to the Prisoner Education Network Access Administration Guide Appendix 14.

The administrator user account name and password allocated to facilitate the setting and resetting of prisoner user accounts and passwords is to remain the intellectual property of the Education and/or Vocational Training Officer and are not to be disclosed to other parties. VET trainers/facilitators who require access to prisoner user accounts and passwords must liaise with the Education or Vocational Training Officer.

The General Manager of a corrective services facility or nominee is responsible for ensuring that an appropriate printer is available and maintained for use with the VET computers. This printer is only to be used to produce hard copies of program outcomes, vetted by the program facilitator and required for evidence purposes.





Records	<p>Each VET computer network has 30 student accounts (i.e. student1, student2, ...student30) available for use at any one time. The General Manager of a corrective services facility or nominee must maintain an up-to-date record of prisoners assigned to each login. This record must include the:</p> <ul style="list-style-type: none"> <li>• prisoner's name and IOMS ID</li> <li>• allocated access password</li> <li>• access commencement date</li> <li>• access completion date</li> <li>• date student files downloaded and deleted</li> <li>• date downloaded files given to prisoner or entered into their property (if applicable).</li> </ul>
Prohibited Computer Equipment	Refer to the Issue Rental Computer Equipment – Prohibited Computer Equipment section of this Practice Directive.
Software	<p>All software programs required for the delivery of the vocational training courses form part of the preset image stored on the administrator computer. All working files (i.e. word processing files, spreadsheet files and database files) required for the delivery of the individual approved training modules will be uploaded prior to the commencement of the program by the Education or Vocational Training Officer at the request of the program facilitator/trainer. Refer to section 2.4 of the Prisoner Education Network Administration Guide Appendix 14.</p> <p>Prisoners are not permitted to upload any additional software or files on to the VET computers. There is no requirement for prisoners participating in VET programs to use their own CD-ROMs or data disks to store or upload data.</p>
Compliance Access	The content on the VET computers may be subject to examination at any time without notice. An examination must be conducted by a suitably qualified or authorised person or organisation at QCS' expense. Refer CSA s317.
Security	<p>The VET computers have been provided by QCS to support and enhance the effective delivery of approved, nationally accredited vocational training to prisoners. They have been set up in a secure environment with a server PC, student computers, a network printer and a network switch. While the VET computers are networked, the network is isolated and has no connection to the QCS network, internet or any other network.</p> <p>Removal of any of the VET computers or their components from the designated centre location is not permitted unless approved by the Director, Offender Rehabilitation and Management Services (ORMS).</p>
Additional Considerations – Relocation of VET Computers	The VET computers are provided to support and enhance the effective delivery of approved, nationally accredited vocational training to prisoners in corrective services facilities. Should a corrective services facility opt not to select vocational training modules that require the use of the VET computers, their allocated computers may be relocated to another corrective services facility that has been identified as having a need for additional VET computers. The Director, ORMS or their delegate is responsible for the identification of need and subsequent relocation of unused VET computers.

**Timeframe**

Prior to commencement of each course.



<b>Responsible Officer</b>	Education/Vocational Training Officer.
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**Withdrawal of VET Computer Access**

Access to a VET computer operating system, file or application must not be protected by a password. If a prisoner protects a file and refuses to remove the protection, their access to the VET computers is to be ceased immediately and their participation in the vocational training program withdrawn while an investigation is undertaken.

Pending the results of the investigation, the prisoner's participation in further vocational training requiring the use of the VET computers is at the discretion of the General Manager of the corrective services facility. The process must be recorded in a case note and incident report (where necessary) in IOMS. Refer Incident Management Practice Directive.



Case Note



Incident Report

<b>Timeframe</b>	Immediately.
<b>Responsible Officer</b>	Education/Vocational Training Officer.
<b>Approval and Review</b>	General Manager of a corrective services facility.

**VET Course Completion**

If a prisoner ceases to participate in the vocational training course, their access to the VET computers also ceases. Their user account is to be deleted and any files stored under their login are also copied then deleted.

All completed required course activities and assessments are to be stored electronically on the VET computers under the participating prisoner's assigned login. An approved hard copy of outcomes for evidence purposes may be printed and vetted by the program facilitator using the secure printer connected to the network in the classroom. Refer to the Prisoner Education Network Administration Guide Appendix 14.

The completion of an external course must be recorded in IOMS.



<b>Timeframe</b>	External Providers – within 10 business days.
<b>Responsible Officer</b>	Education/Vocational Training Officer.

**Inspect VET Computer**

Checking of files and any or all data stored on the VET computers may be conducted at any time by the General Manager of a corrective services facility or nominee. If it is identified that inappropriate use of the VET computers may have occurred, the General Manager of a corrective services facility or nominee may authorise and organise a security inspection of the computers.

Should any prohibited item, pornographic image or other unsuitable material be discovered the VET computer must be isolated immediately, the prisoners with access to this computer identified and an investigation undertaken. Any prisoner identified as being responsible for inappropriate use of the VET computers will have their access to the VET computers terminated. The process must be recorded in a case note and incident report (where necessary) in IOMS. Refer Incident Management Practice Directive.



Case Note



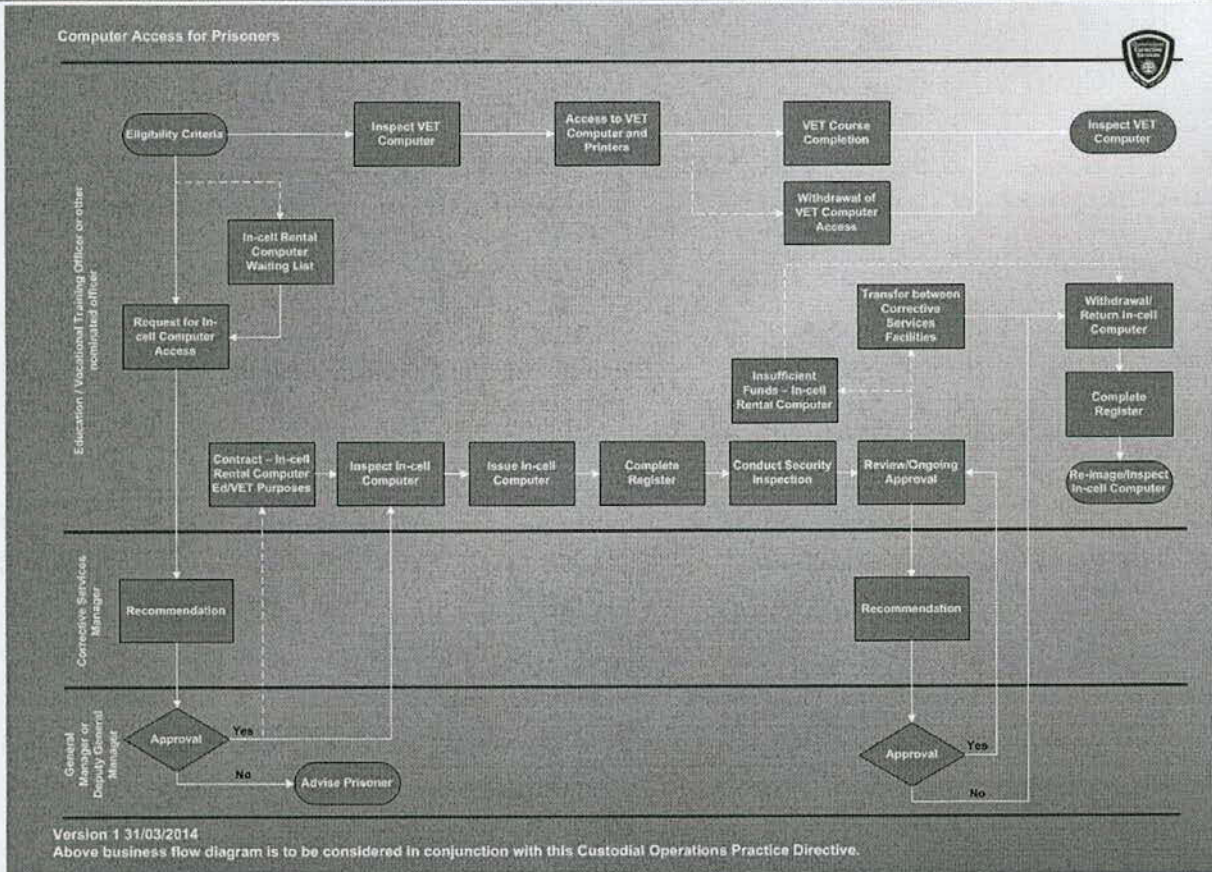
Incident Report



Pending the results of the investigation, the prisoner's participation in further vocational training requiring the use of the VET computers is at the discretion of the General Manager of a corrective services facility after consultation with the General Manager, Operational Service Delivery.

Additional Considerations	A regular check of files stored on the VET computers must be conducted by the Education/Vocational Training Officer, Vocational Training Officer or other nominated person/s upon completion of an accredited vocational training course. The server PC and student computers must be reimaged at the completion of the delivery of the annual centre vocational training contract, prior to the commencement of delivery of the centre's new annual vocational training contract. Refer to the Prisoner Education Network Administration Guide Appendix 14.
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<b>Timeframe</b>	On a quarterly basis – at a minimum.
<b>Responsible Officer</b>	Education/Vocational Training Officer.





<b>ADMINISTRATION AND HANDLING OF RENTAL COMPUTER EQUIPMENT</b>			<b>Appendix 13</b>
<b>Version:</b> 01	<b>Implement date:</b> 31/03/2014	<b>Availability:</b> Public	

## 1. PRISONER REQUEST, APPROVAL AND CONTRACT

<b>Responsibility:</b>	Prisoner, Education Officer, Responsible Manager and General Manager of the corrective services facility
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- 1.1 The prisoner is to complete the Request for Rental Computer Equipment Administrative Form 128 and submit the form to the Education Officer.
- 1.2 If approval for rental computer equipment is granted, the prisoner must receive, read and acknowledge that he/she understands In-Cell Rental Computer Contract Administrative Form 131. If necessary, the Education Officer should assist by explaining any areas in the contract and Rehabilitation and Education Practice Directive that the prisoner does not clearly understand.
- 1.3 When the prisoner has indicated that he/she fully understands the terms and conditions of the In-Cell Rental Computer Contract Administrative Form 131, he/she must sign and date the contract and provide his/her trust account details to the Education Officer. The prisoner is to provide approved additional software at the signing of the contract. This software will accompany the contract for installation on the computer by the Offender Rehabilitation and Management Services (ORMS). The software will be returned with the rental computer.

If additional software is required but not yet approved and owned by the prisoner, refer Request for Computer Software Administrative Form 129 to order software. Software, if approved, ordered and received must be provided with the contract and sent with the contract to ORMS. All software discs must be clearly marked with the prisoner's name and IOMS ID and remain the property of the prisoner. Software discs must be stored in the prisoner's property store when received with the rental computer.

- 1.4 The Education Officer must sign, date and process the In-Cell Rental Computer Contract Administrative Form 131 as follows:
  - a) original contract to be placed on the prisoner's Offender File (together with the Request for Rental Computer Equipment Administrative Form 128)
  - b) 1 copy sent to and retained by the Manager, Business Services
  - c) 1 copy of contract and request for software (if applicable) to be sent to Offender Rehabilitation and Management Services, Queensland Corrective Services, GPO Box 1054, Brisbane, Queensland, 4001.
- 1.5 The Education Officer must liaise with the Accommodation Manager to make arrangements for the rental computer installation into the prisoner's cell i.e. desk to be provided if not already in cell and arrange for power source (power board) provided.

## 2. ORMS RECORDKEEPING AND SPREADSHEET MAINTENANCE

<b>Responsibility:</b>	ORMS
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- 2.1 ORMS must maintain:



- a) an up-to-date spreadsheet of Education Officer contacts
- b) a detailed Rental Computers spreadsheet and file which include details:
  - I. from the In-Cell Rental Computer Contract Administrative Form 131 (including dates, offender name, IOMS ID, location, etc.)
  - II. regarding additional software (if applicable, from the Request for Computer Software Administrative Form 129)
  - III. of rental computer serial numbers etc.; and
  - IV. of any damage and additional information supplied by the supplier of the computers when they are returned from maintenance/repair (refer section 7).

### 3. REQUISITION AND IMAGE INSTALLATION

Responsibility:	Information & Communication Services (ICS)
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#### 3.1 ICS must:

- a) after receipt of request from ORMS, arrange for the purchase of computers with the negotiated supplier of the rental computers using a Requisition form (Note: Requisition form must contain ORMS cost centre number to enable costs to be debited correctly); and
- b) arrange with ICT vendor that the standard image (includes operating system and core applications, e.g. MS Office, Deepfreeze, USB lockdown, and agreed/identified software for education purposes) is installed on the rental computer.

#### 3.2 Request from ORMS and Requisition form must be retained as follows:

- a) original of Requisition is retained by ICS; and
- b) copy of Requisition to be forwarded to ORMS together with computers, power cords, and locking devices.

### 4. ADDITIONAL SOFTWARE INSTALLATION AND DISPATCH/DELIVERY TO CORRECTIVE SERVICES FACILITY

Responsibility:	ORMS
-----------------	------

4.1 ORMS is to install additional software (if required).

4.2 ORMS is to update relevant spreadsheet (refer section 2.1).

4.3 ORMS is to pack and dispatch/deliver rental computer, power cable, locking device and prisoner's additional software (if applicable) to the Education Officer of the relevant corrective services facility. Package must be clearly addressed and marked "Fragile – Computer Equipment".

### 5. RECEIVING, INSPECTING, RECEIPTING AND DISPATCHING OF RENTAL COMPUTER AT CORRECTIVE SERVICES FACILITY

Responsibility:	Reception Store Officer, Education Officer, Accommodation Manager
-----------------	---

5.1 On arrival at a facility, the Reception Store Officer must check if the packaging is damaged. If damaged, the delivery paperwork must be marked "accepted subject to check".

5.2 The rental computer/s must be delivered to Education Officer, as soon as possible. On receipt of rental computer/s, the Education Officer must:

- a) inspect the computer/s immediately for possible external damage; and



- b) turn the computer on ensure there is no internal damage and is functioning correctly.

If the computer appears to be damaged, contact the ORMS as soon as possible to report problems.

- 5.3 The Education Officer must send the prisoner's software disc/s (if any) to be stored in the prisoner's property store.
- 5.4 The Education Officer is to liaise with the Accommodation Manager who will be responsible for facilitating the issue of the rental computer to the prisoner's cell.

**6. ADDITIONAL SOFTWARE REQUIRED FOLLOWING PRISONER'S RECEIPT OF RENTAL COMPUTER**

<b>Responsibility:</b>	Prisoner, Education Officer, Responsible Manager, General Manager of the corrective services facility, ICS and ORMS
------------------------	---

- 6.1 The prisoner must complete Request for Computer Software Administrative Form 129 to order software.
- 6.2 The additional software, if approved, ordered and received must be installed by the Education Officer. After software installation, the computer is to be returned to prisoner. All software discs must be clearly marked with the prisoner's name and IOMS ID and be stored in the prisoner's property store.
- 6.3 The Education Officer must advise ORMS of the type and installation of additional software.

**7. RETURN OF RENTAL COMPUTER EQUIPMENT FOR REPAIR/MAINTENANCE**

<b>Responsibility:</b>	Education Officer, Accommodation Manager, ORMS
------------------------	--

- 7.1 If repair/maintenance is required, the Education Officer must arrange with the Accommodation Manager to remove the rental computer from the prisoner's cell and transport it to the Education Officer's office.
- 7.2 The Education Officer must liaise with the ORMS to arrange repair/maintenance with the supplier.

**8. RETURN OF RENTAL COMPUTER EQUIPMENT AT END OF RENTAL CONTRACT**

<b>Responsibility:</b>	Education Officer, Accommodation Manager
------------------------	--

- 8.1 At the end of the rental contract, the Education Officer must arrange with the Accommodation Manager to remove the rental computer from the prisoner's cell and transport it to the Education Officer's office.
- 8.2 The Education Officer must clean the working data drive and remove all programs before the next rental.
- 8.3 The Education Officer must arrange the provision or computer equipment to the next prisoner waiting for a rental computer or store rental computer in **secure** storage until the next approved rental contract is received.
- 8.4 The Education Officer must advise ORMS of the details of the cancelled rental contract and provide:



- a) a copy of the new rental contract and other documents mentioned in 1.1, 1.2 and 1.3; or
- b) advice on computer being held in storage until the next approved rental contract.

**9. INSUFFICIENT FUNDS**

<b>Responsibility:</b>	Manager, Business Services, Education Officer, Accommodation Manager, ORMS
------------------------	--

- 9.1 If the prisoner does not have sufficient funds in his/her trust account to pay the rental fee, the Manager, Business Services must send the Notification of Insufficient Funds Administrative Form 134 to the prisoner. The prisoner has seven (7) working days to make funds available to settle the outstanding amount.
- 9.2 If the prisoner is unable to settle the outstanding amount and the rental contract is cancelled, the Manager, Business Services must advise the Education Officer that the rental contract is cancelled.
- 9.3 The Education Officer must arrange with the Accommodation Manager to remove the rental computer from the prisoner’s cell and transport it to the Education Officer’s office. The Education Officer will arrange provision to the next prisoner waiting on a rental computer or store the rental computer in **secure** storage until the next approved rental contract is received.
- 9.4 The Education Officer must advise ORMS of the details of the cancelled rental contract; and provide:
  - a) a copy of the new rental contract and other documents mentioned in 1.1, 1.2 and 1.3; or
  - b) advice regarding the computer being held in storage.

**10. STORAGE OF ADMINISTRATIVE FORMS**

<b>Responsibility:</b>	Manager, Business Services, Education Officer, Accommodation Manager, ORMS
------------------------	--

DOCUMENT	ORIGINAL RETAINED	COPY	DUPLICATES RETAINED
Request for Rental Computer Equipment Administrative Form 128	Offender File		ORMS
In-Cell Rental Computer Contract Administrative Form 131	Offender File		Manager Business Services; and ORMS
Request for Computer Software Administrative Form 129	Offender File		ORMS
Notification of Insufficient Funds Administrative Form 134	Offender File		







# REQUEST FOR RENTAL COMPUTER EQUIPMENT

Admin Form

# 128

Version: 01

Implement date: 31/03/2014

Availability: Public

**PRISONER'S DETAILS**

Surname:	First Name:
IOMS ID:	Accommodation:

**REASON FOR REQUEST**

**PROGRAM DETAILS**

Name of Course/s:	Provider:
Duration of Study:	Expected Date of Completion:

**STUDY BACKGROUND**

Date Studies Commenced:	Results to Date: (Attach evidence of successful completions/results to date)
-------------------------	---

**ADDITIONAL SOFTWARE REQUIRED FOR INSTALLATION**

Software Required for Installation:	Reason/s for Requirement:
Tick Most Appropriate:	<input type="checkbox"/> Prisoner has additional software <input type="checkbox"/> Additional software needs to be purchased

If approval is granted I undertake not to use any personal computer equipment or software to breach copyright, nor will I use this equipment to manufacture, record, produce or keep any pornographic or prohibited material.

Prisoner's Signature:	Date:
-----------------------	-------

**EDUCATION OFFICER**

Recommended  Not Recommended

Comments:

Name:	Date:
Signature:	

**CORRECTIVE SERVICES MANAGER**

Recommended  Not Recommended

Comments:

Name:	Date:
Signature:	

**GENERAL MANAGER OR NOMINEE**

Approved  Not Approved

Comments:

Name:	Date:
Signature:	



Admin Form

129

**REQUEST FOR COMPUTER SOFTWARE**

Version: 01

Implement date: 31/03/2014

Availability: Public

**PRISONER'S DETAILS:**

Surname: \_\_\_\_\_ First Name: \_\_\_\_\_  
 IOMS ID: \_\_\_\_\_ Accommodation: \_\_\_\_\_

**REQUESTED COMPUTER SOFTWARE DETAILS:**

Title of Software: \_\_\_\_\_  
 Description of Software (e.g. spreadsheet): \_\_\_\_\_  
 Current Software Installed: \_\_\_\_\_  
 Supplier Name, Address & Contact Number: \_\_\_\_\_ Quoted Price: \$ \_\_\_\_\_

**REASON FOR REQUEST:**

**PROGRAM DETAIL (if appropriate):**

Name of Course/s: \_\_\_\_\_  
 Provider: \_\_\_\_\_  
 Duration of Course: \_\_\_\_\_ Expected Completion Date: \_\_\_\_\_  
 Reason Software is Required for Course: \_\_\_\_\_

If approval is granted I undertake not to use this software in any manner which may infringe copyright, nor will I use this software to manufacture, record, and produce or keep any pornographic or prohibited material.

Prisoner's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**EDUCATION OFFICER:**

Recommended  Not Recommended

Comments:

Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**RESPONSIBLE CORRECTIVE SERVICES MANAGER:**

Recommended  Not Recommended

Comments:

Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**GENERAL MANAGER:**

Approved  Not Approved

Comments:

Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_



<b>REQUEST FOR APPROVAL OF IN-CELL COMPUTER FOR LEGAL PURPOSES</b>			Admin Form <b>130</b>
Version: 01	Implement date: 31/03/2014	Availability: Public	

Prisoner Details			
IOMS Number	Surname	Given Names	Accommodation

Reason for Request

Details of Legal Representation					
Do you have legal representation?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	
Name of lawyer/legal firm:					
Have you attached verification that you are a party to a current legal proceeding?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	
Security Inspections of In-cell Computer					
I acknowledge that a condition of access to an in-cell computer for legal purposes is subject to periodic security inspections. If yes, prisoner must sign. If no, prisoner will not be permitted to access an in-cell computer for legal purposes.	Y	<input type="checkbox"/>	N	<input type="checkbox"/>	Signature

If approval is granted I undertake:

- to only use the in-cell computer for the purpose of my legal proceedings
- not to use the computer equipment or software to breach copyright
- not to use the computer equipment to manufacture, record, produce or keep any pornographic or prohibited material
- not to wilfully damage any of the computer equipment
- not to let any other prisoner have access to the computer equipment
- to advise the General Manager of the corrective services facility immediately that my legal proceedings have been discontinued or completed.

I understand that failure to abide by any of the above may lead to suspension and review of my approval to have in-cell computer access for legal purposes.

Signature of Applicant: _____	Date: _____
-------------------------------	-------------



**Recommendation and Approval**

Accommodation Manager/Supervisor		Recommended	<input type="checkbox"/>	Not Recommended	<input type="checkbox"/>
Comments:					
Name:		Position:			
Signature:		Date:			
General Manager/Nominee		Approved	<input type="checkbox"/>	Not Approved	<input type="checkbox"/>
Reasons:					
Name:		Position:			
Signature:		Date:			





<b>IN-CELL RENTAL COMPUTER CONTRACT</b>			Admin Form <b>131</b>
Version: 02	Implement date: 01/09/2014	Availability: Public	

<b>RENTAL CONTRACT BETWEEN THE STATE OF QUEENSLAND ACTING THROUGH QUEENSLAND CORRECTIVE SERVICES AND</b>			
Prisoner's Name:		IOMS ID:	
Corrective Services Facility:		Accommodation:	

I agree to rent from the State of Queensland, acting through Queensland Corrective Services, an in-cell rental computer to use for an approved educational / vocational course and/or programs/courses as identified in my Offender Rehabilitation Plan. I understand that, in compliance with the Rehabilitation and Education Practice Directive:

1. A QCS in-cell rental computer and power cable will be issued to me at a rental fee of \$4.00 per week which will be deducted from my Trust Account at the beginning of each week for the term of the rental contract.
2. The rental computer is issued for educational or vocational training purposes only and must not be used for personal or legal intentions.
3. If I damage the in-cell computer, the power cable or any other software, the cost of repairs other than fair wear and tear will be deducted from my trust account. The computer will be removed immediately, and the rental contract suspended (if applicable) whilst an investigation is undertaken.
4. If I wilfully damage the rental computer the power cable or any other software, the computer will be removed immediately, the rental contract terminated and approval for an in-cell computer withdrawn and the cost of repairs other than fair wear and tear will be deducted from my trust account. Further approvals or rental contracts MAY NOT be granted to me.
5. The rental computer will remain in my allocated cell for the approved period of time unless its movement is approved or requested by the corrective services facility's General Manager or nominee.
6. The rental computer and power cable device will be removed if I do not have sufficient funds to pay the rental fee.
7. If I am transferred or released I will not be refunded an amount equal to the remaining week's rental.
8. If I am transferred I must reapply for approval to be issued with an in-cell computer and I may be placed on a waiting list if a computer is not available immediately following my transfer.
9. The power cable remains the property of the State of Queensland acting through Queensland Corrective Services and must be retained with the issued computer at all times.
10. This contract may be terminated and the rental computer removed if I contravene any conditions outlined in this contract.

I have read and understand points 1 to 10 as detailed above.

**Authority to Transfer Funds:**

I authorise the weekly fee of \$4.00 for an in-cell rental computer and any repair costs that I am responsible for (other than fair wear and tear) to be deducted from my monies held in trust on my behalf. Further, I authorise that the in-cell rental computer fee be deducted from my Trust Fund account at the beginning of each week.

Prisoner's Signature:		Date:	
Witnessed by:			
Name:		Position:	
Signature:		Date:	



<b>IN-CELL RENTAL COMPUTER EQUIPMENT ISSUE/RETURN</b>			Admin Form <b>132</b>
Version: 01	Implement date: 31/03/2014	Availability: Public	

<b>PRISONER'S DETAILS:</b>			
Name:		IOMS ID Number:	
Corrective Services Facility:		Accommodation:	
<b>ISSUE OF IN-CELL RENTAL COMPUTER EQUIPMENT:</b>			
DATE OF ISSUE:	COMPUTER ID NUMBER:	COMPUTER SERIAL NUMBER:	
/ /			
ISSUED BY:		POSITION:	
SIGNATURE:		DATE:	/ /
I acknowledge receipt of the above laptop; re-affirm that it will be used for the approved Educational/Vocational purposes only and will be located in my cell at all times unless approval has been granted for its relocation.			
PRISONER'S SIGNATURE:		DATE:	/ /
ADDITIONAL SOFTWARE LOADED:		YES / NO / Not Applicable	
TRUST/ACCOUNTS OFFICER NOTIFIED TO COMMENCE DEDUCTIONS:		YES / NO	
<b>SECURITY CHECK DETAILS:</b>			
Check Date/s	Outcome/Results <i>(For example: Nothing found; Inappropriate files located = laptop removed; etc.)</i>	Conducted By	Signature
/ /			
/ /			
/ /			
<b>RETURN OF IN-CELL RENTAL COMPUTER EQUIPMENT:</b>			
DATE OF RETURN:	REASON FOR RETURN: <i>(For Example: Discharge/Transfer/Study Completion/Removed for inappropriate usage)</i>	CONDITION OF LAPTOP: <i>(For Example: Satisfactory/Damaged)</i>	
/ /			
RECEIVED BY:		POSITION:	
SIGNATURE:		DATE:	/ /
I confirm that the In-Cell Rental Computer has been returned by me to the above person on the date specified.			
PRISONER'S SIGNATURE:		DATE:	/ /
RE-IMAGE PROCESS HAS BEEN COMPLETED:		YES / NO	
TRUST ACCOUNTS OFFICER NOTIFIED TO CEASE DEDUCTIONS:		YES / NO	

**DISTRIBUTION LIST:**

A copy of this page must be provided to the:

- (a) Offender;
- (b) Education Officer (original copy to be placed on offender's Education file); and
- (c) Project Officer, AEVET (fax number 3239 0250 – please include a copy of the completed and approved application form as well as the updated In-Cell Computer Inventory spreadsheet).



<b>DAMAGE TO LEGAL RESOURCE COMPUTER EQUIPMENT</b>			Admin Form <b>133</b>
Version: 01	Implement date: 31/03/2014	Availability: Public	

Resource Identification: (e.g. serial number of computer, title of book)			
Details of Damage:			
Date of Security Check:			
Details of Last Known User:			
Name:		IOMS ID:	
Accommodation:		Details of Last Usage:	
Comments:			
CCO Name:		CCO Signature:	
		Date:	



<b>GATE BOOKS, LOG BOOKS AND REGISTERS REQUIREMENTS</b>			<b>Appendix</b>
			<b>11</b>
<b>Version: 01</b>	<b>Implement date: 31/03/2014</b>	<b>Availability: Public</b>	

Gatebooks, log books and registers detail the requirements for recording significant daily events and incidents, together with routine duties and responsibilities of staff, which are necessary to maintain the safety and security of a facility. These documents are official records that may be required to be produced as evidence in court, refer Incident Management Practice Directive.

A corrective services officers' responsibilities in the maintenance and use of gate books, log books and registers include ensuring -

- gate books, log books and registers are numbered with the commencement and completion dates clearly indicated on the front cover
- each page is serially numbered, indicating day, date and time
- pages are not removed from any book or register
- gate books, log books and registers are not defaced in any way
- no erasures are permitted either by rubbing out entries, or by using 'whiteout' or other masking agents
- errors or amendments must have a single line through them accompanied by the initials of the person making the alteration
- black or blue ink only is used for any entry
- gate book entries start on a new page for each day
- log book entries are compiled on a shift by shift basis, with particulars of occurrences on one shift clearly separated from the next shift
- the date, and details of the officer recording the register particulars are completed for each and every entry made
- all entries are accurate, neat and easy to read
- all entries are able to be identified as to the author by name and signature, date and time; and
- all times entered are in 24 hour time.

Any facility records that are not listed with the State Archives must not be destroyed without the written approval of the state archivist. The general manager of a corrective services facility must provide for the recording and preservation of all records and documentation authored and maintained by employees in the course of their duties.

To maintain the integrity and security of all gate books, log books and registers, the general manager or nominee must ensure -

- they are bound to prevent the pages from being removed
- each gate book, log book and register has a document control number
- page numbered; and
- they are checked and endorsed by a supervising officer of each area maintaining such documents (including name, date and signature).

For supervisor responsibilities at change over of shift, refer Change Shift Supervisor Handover Appendix 12

### Log books





A logbook is designed for the recording of occurrences and events.

Refer Example Log Books Administrative Form x.

Log book requirements will be detailed in relevant Practice Directives.

### Registers

Registers are designed to record the relevant outcomes of events or process for example the issue and return of facility based equipment that is necessary for the daily operation of a particular area or the outcome of a search. An example register would be, Safety & Security Equipment Practice Directive and Safety and Security Equipment Register Administrative Form x.

Refer Example Registers Administrative Form x.

Register requirements will be detailed in relevant Practice Directives.

### Inventories

Inventories are documents designed to maintain an inventory record of facility operational items or equipment. For example, refer Safety & Security Equipment Practice Directive and Safety and Security Equipment Inventory Administrative Form x.

### Archiving Completed Gate Books, Log Books and Registers

The general manager or nominee is responsible for the archiving of completed gate books, log books and registers under the conditions specified in the – *Libraries Act 1988*.

Completed gate books, log books and registers must be labelled with the following information printed clearly on the front -

- name of gate book, log book or register
- date commenced and completed
- document control number; and
- facility name.

### **Under no circumstance must gate books, logbooks or registers be destroyed.**

Manual gate books, log books or registers must be safely and securely stored (eg. sealed in an envelope or archive box etc) within an appropriate environment for long term preservation.

Electronic records must be copied to off-line storage media and archived in the same manner.

Conditions for storage of completed gate books, log books or registers must comply with the following minimum standards -

- no risk of flooding
- no risk of atmospheric pollutants
- the building is constructed of fire resistant material; and
- no access by unauthorised personnel.

Completed gate books, log books or registers must be secured in a lockable cabinet, compactus or secured storage area when not in use.

Refer *General Retention and Disposal Schedule for Administrative Records : QDAN249 v.6*



<b>NOTIFICATION OF INSUFFICIENT FUNDS</b>			Admin Form <b>134</b>
Version: 01	Implement date: 31/03/2014	Availability: Public	

Prisoner's Name:	
IOMS ID:	
Corrective Services Facility:	

I wish to notify you that there are insufficient funds in your trust account to cover the rental fees as detailed in Paragraph 4 of the In-Cell Rental Computer Contract.

**You have seven (7) days to make funds available to:**

- cover the rental fees; or
- settle any outstanding rental fees.

**Failure to make funds available will result in the rental contract being cancelled and the computer will:**

- not be provided to you; or
- be returned to Queensland Corrective Services.

Should you wish to have the funds deducted from a different account from the one nominated in the In-Cell Rental Computer Contract Administrative Form 131, please advise Queensland Corrective Services in writing.

Signed - Manager, Business Services:	
Date:	/ /





<b>PRISONER EDUCATION NETWORK ADMINISTRATION GUIDE</b>			<b>Appendix</b>
<b>Version: 01</b>	<b>Implement date: 31/03/2014</b>	<b>Availability: In-confidence</b>	<b>14</b>

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## Introduction

The prisoner education network is primarily designed to allow Centres to run AEVET courses. The network is comprised of Dell computers set up in a secure environment. This network is completely isolated and has no connection to the QCS network or any other network.

The network has been set up to provide a consistent and stable environment that will require minimal maintenance from Education/Vocational Training Officers or Information Management Branch Staff. It has been built using standard Windows settings to secure the network, manage users, manage software installation and re building of Student PCs.

The hardware components of the network consist of a Server PC, Network Printer, Network Switch, and Student Computers.

The software components of the network consist of Windows 2003 Standard Server, Windows XP Professional, VMWare and AEVET applications (see section 3.3 – Applications Available).

The Windows 2003 Server is run as a virtual machine on the Server PC. This will allow for easy modification of network settings or adding of AEVET courses/software by Information Management Branch Staff



# 1. Network Configuration

The physical network consists of the following components:

- Server PC
- Student Computers
- Network Switch
- Network Printer
- Patch Leads
- Fly Leads
- Patch Panel
- Wall outlets

## 1.1 Server PC

The Server PC is a dedicated PC that will run the Virtual Windows 2003 Server.

**NOTE: It is NOT to be used by students or trainers and should be in a separate location to the Student PCs.**

A Server PC will be required for each separate classroom, except where classrooms can be cabled together; then they can share a Server PC.

The Server PC consists of 2 major components:

### 1. Windows XP Professional Operating System

Windows XP is the Operating System used to run/start up the Server PC. It is installed via the PXE build process (see **Section 3.4 Build process**).

As part of the PXE build process, the Virtualisation software VMWare is installed.

The VMWare Server Console is started automatically when Windows XP starts and automatically loads the virtual Windows 2003 Server. When the Server PC is shutdown the virtual Windows 2003 Server is shutdown and then Windows XP shuts down.



## 2. Windows 2003 Server Operating system running in a virtual environment.

The virtual Windows 2003 Server is the heart of the Prisoner Education Network. It contains all the user accounts, access permissions and printer settings for the Students and Education staff.

The files for the virtual Windows 2003 server have to be loaded onto the Server PC from DVD due to their size, approx 4.5GB (see Section 2.4 Loading Virtual Server Files).

The Server PC will be built using the PXE build process on the QCS network. This process will install a basic version of Windows XP Professional and the VMWare (Virtualization) software (see Section 3.3 Build process).

**NOTE:** This is the only time that any Prisoner Education Computer gets connected to the QCS Network.

Once the basic version of the Windows XP operating system has been installed the Server PC can be returned to the Prisoner Education Computer room.

## 1.2 Student Computers

The Student computers are for use by students and trainers. These computers will be built from the Windows 2003 Virtual Server using the PXE build process on the Prisoner Network (see 3.4 Student PC Build process). Windows XP Professional, all drivers, and all AEVET applications will be installed on the student computers as part of this process.

The students logon with an assigned user ID (i.e. **Student1 – Student100**) which they will use for the duration of the training program. They will have the ability to print to a network printer and save files to their **personal H Drive**. There are only basic restrictions on the Student Computers, which will give the students some freedom to customize their desktop if it is needed for an AEVET course.

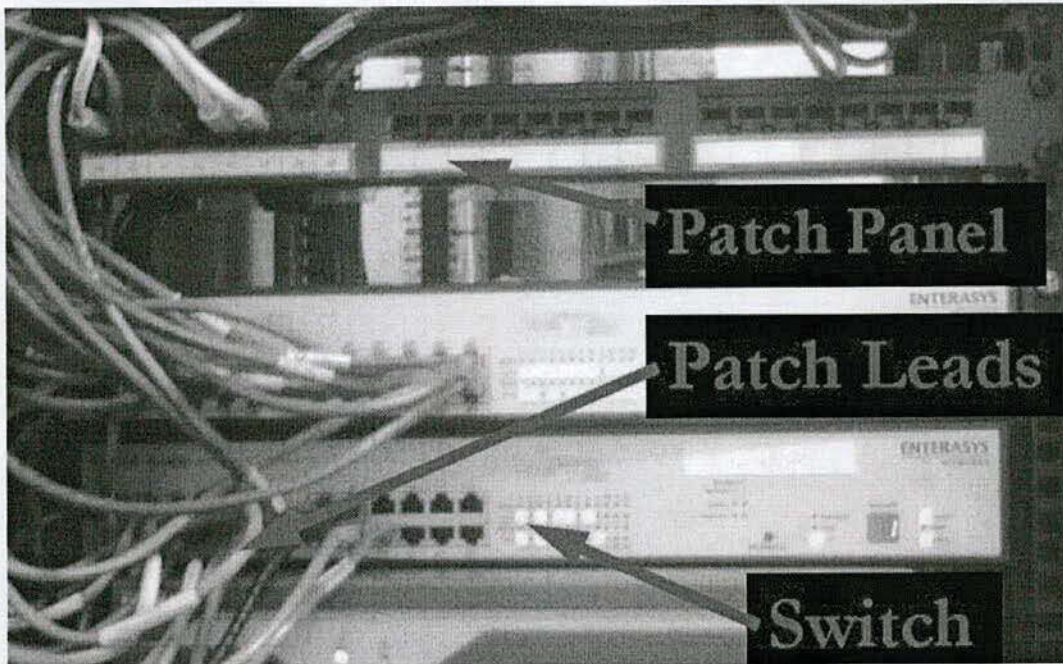
## 1.3 Network Printer

A network printer will be connected to the network in each class room. This printer will be automatically available to all Students when they logon to the Student PCs. It will appear in Windows with the name "**Printer on Server**". The model at this stage is anticipated to be a Lexmark 450dn.



## 1.4 Network Switch

The Network Switch is housed in the Data Cabinet, which is normally located in the classroom. It is the device that allows the Student PCs, the Network Printer and the Server PC to communicate with each other.



## 1.5 Patch Panel/Patch Lead

The Patch Panel is a group of sockets in the Data Cabinet that are one end of the network cabling in a building, the other end being the Wall Sockets. Patch panel sockets are connected to network devices within the data cabinet by a short cable (Patch Lead). The colour of the cable is not important, unless your centre has a colour scheme in place (i.e. blue for network, yellow for phone)

## 1.6 Wall Socket/Fly Lead

Wall sockets are the other end of the network cabling in a building and are normally numbered. This number corresponds to the same number on the Patch Panel, thus identifying this particular network cable in the building. A cable (Fly Lead) connects the wall socket to the Computer or a Printer. Fly leads and patch leads are basically the same type of cables, only differing by where they are used and their length.





## 2. Server PC

The Server PC is a dedicated computer that runs the Virtual Server (Windows Server 2003). The Virtual Server is what all the Student Computers connect to and it authenticates the Students that logon to the Student Computers.

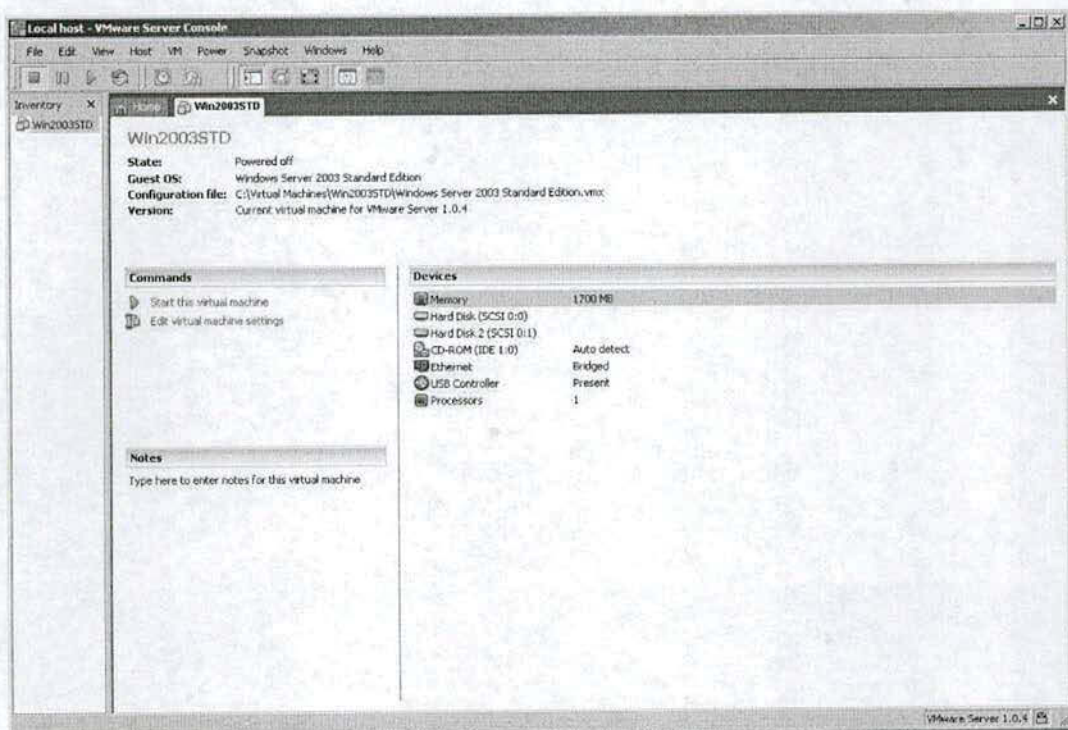
**NOTE:** It is **NOT** to be used by students or trainers and should be in a separate location to the Student PCs.

### 2.1 Start-up/Login

The Server PC should be the first computer switched on in the classroom. The Trainer/Education/Vocational Training Officer should **wait** approx **5mins** after the Server PC is switched on before the Student Computers are switched on. This delay is required to allow the Virtual Server to finish loading\starting.

The Server PC has been setup to automatically log on with a default user id (QCSUSER) and should not require any input from the Trainer/Education/Vocational Training Officer.

Once it has logged on the VMWare Server Console will start.

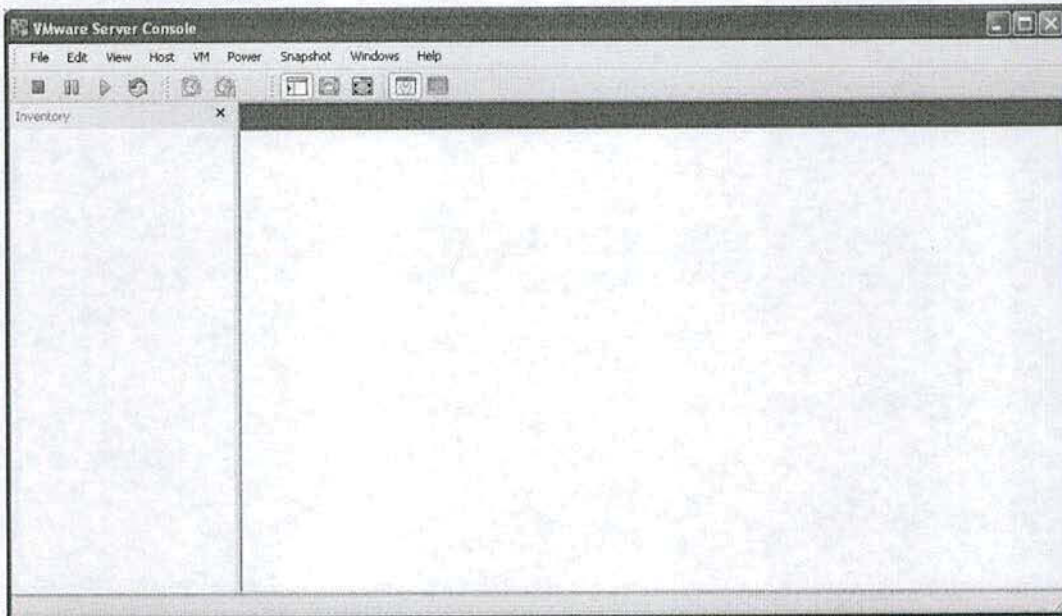






On rare occasions the VMWare Server Console may not start correctly.

If this happens you will need to close the VMWare Server Console by clicking on the cross button located at top right of the window.

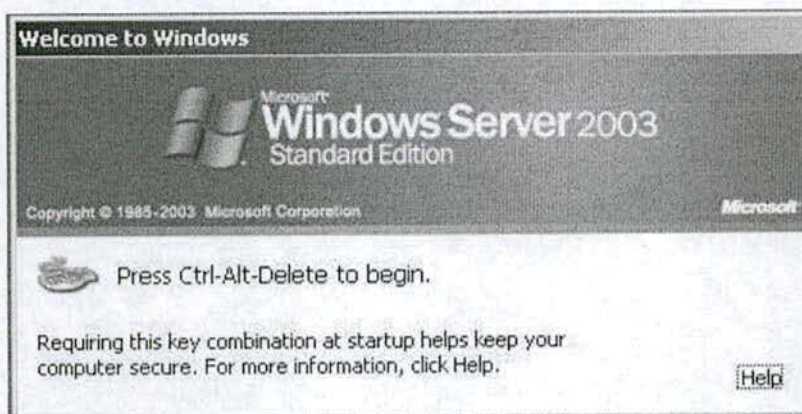


Once the window has closed the VMWare Server Console can be started from the shortcut on the desktop.



At this point the VMWare Console will go into full screen mode; the screen will go black and may stay this way for a few seconds, before Windows Server 2003 is started.

When the Welcome to Windows box appears, Windows Server 2003 has finishing loading and it is now safe to turn on the Student Computers.



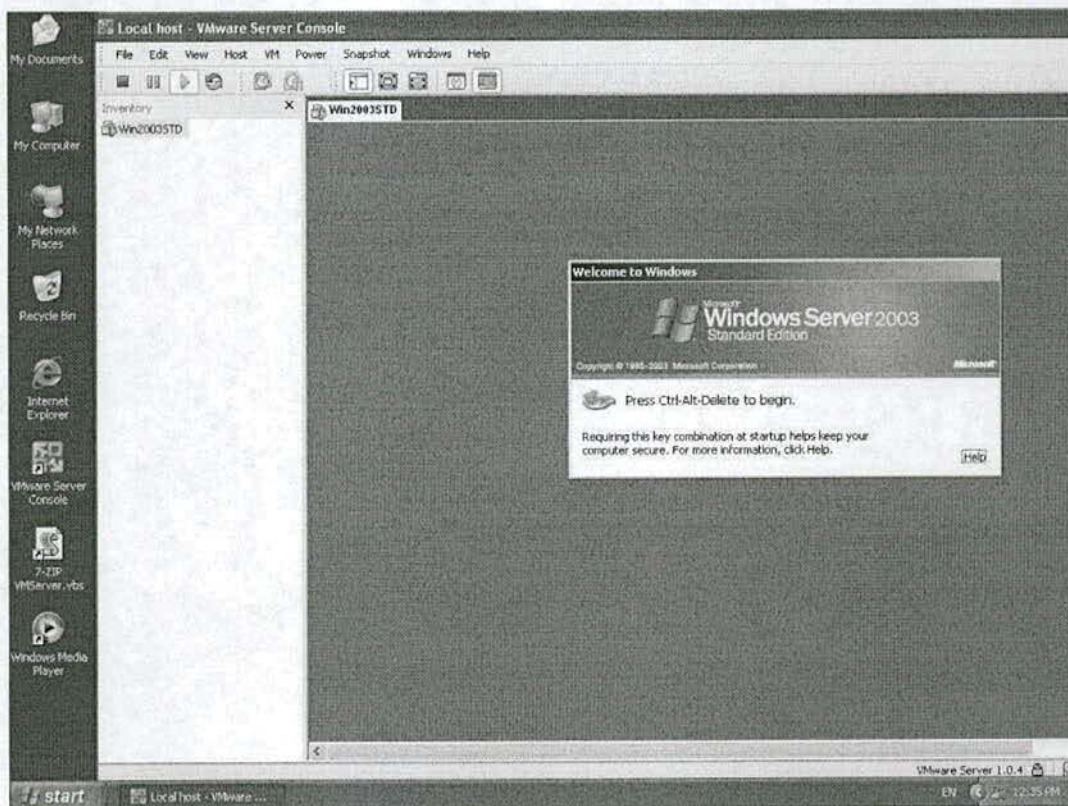


## 2.2 Shutdown/Log Off

At the end of the day, ensure that all students have shutdown their computers, then shutdown the Server PC.

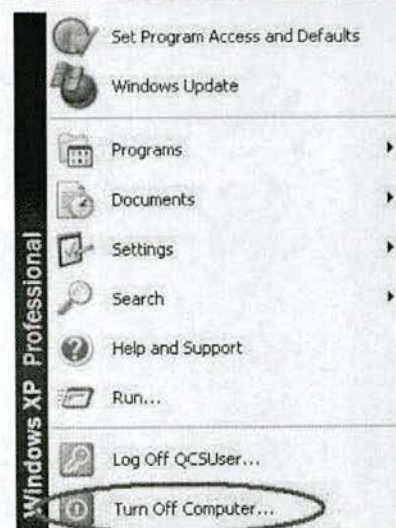
To shutdown the Server PC you need to get the VMWare Server Console out of full screen mode. This is done by pressing the **CTRL-ALT-ENTER** keys.

The screen should then look something like the one below.



You will now be able to see the START Menu button located on the bottom left of the screen/monitor.

Click on the START button to reveal the popup menu.





Click on the **Turn Off Computer** menu item, and a “Turn off computer” window appears on the screen with 3 options (Stand By, Turn Off, and Restart).



Click on **Turn Off** button to shutdown/turn off the Computer.

The VMWare Server Console will now close, and then the Server PC will save any settings required, and finally the Server PC will shutdown/turn off.

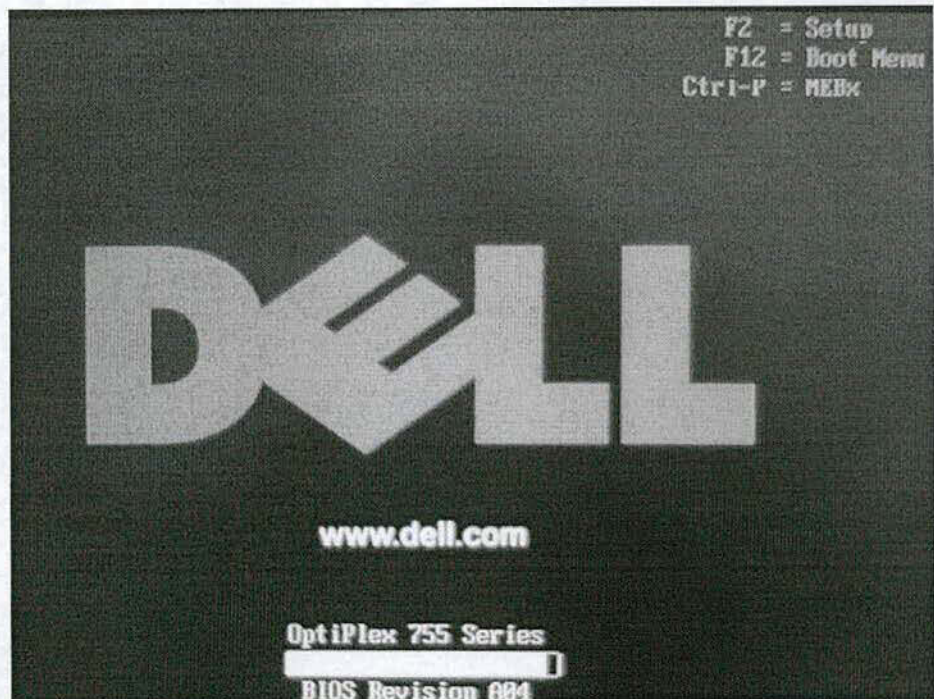


## 2.3 Server PC Build Process

Remove the Server PC from the classroom and take it to an area where you can connect it to our (QCS) network. If you are unsure of how to reconnect the Server PC, then refer to **Appendix B -How to setup the Dell OptiPlex 755**.

Turn computer on and Press **F12** when the **DELL** screen appears. You should hear a noise like a **high pitched beep**; this indicates that the computer has recognized that the F12 key has been pressed.

Note: You may have to press F12 a few of times.



The Boot Device Menu will now appear.



Use the Down arrow key to highlight "Onboard Network Controller".



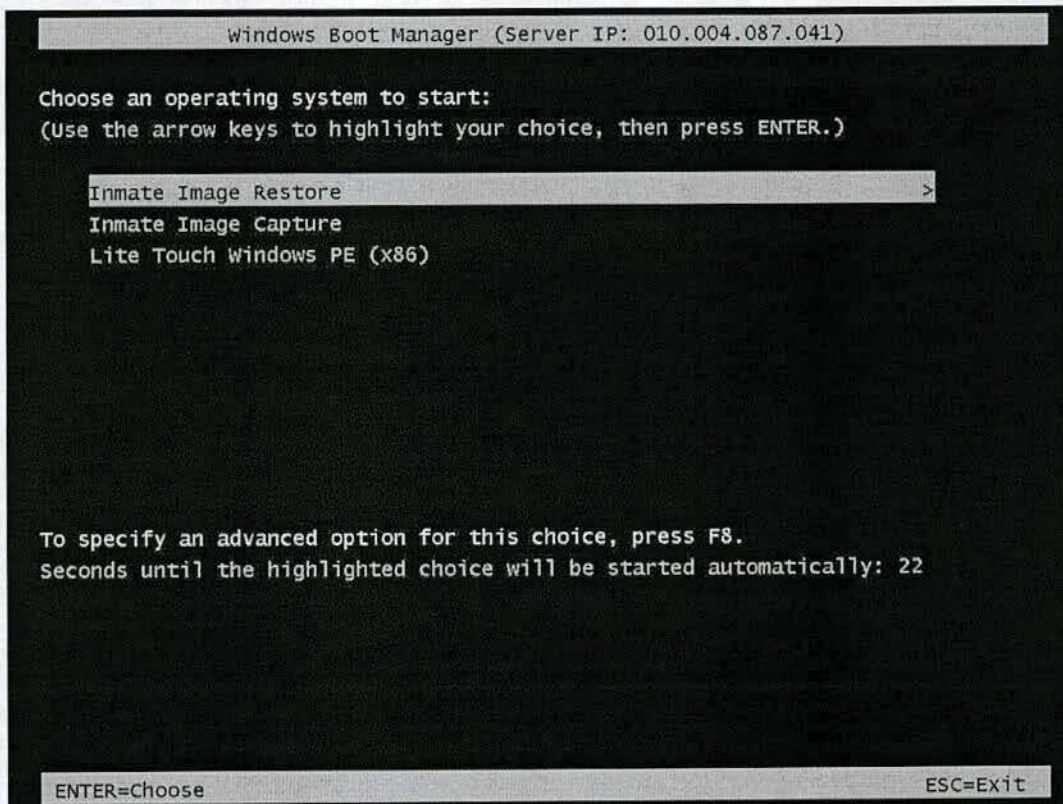
If it is not listed on the menu then refer to **Appendix A - Enable DELL PXE on Boot**. Press the **Enter** key to start the Boot process.

Once the Onboard Network Controller option has been selected, the ServerPC will now boot and get a network address (IP address) from the local QCS Server.

```
Network boot from AMD Am79C970A
Copyright (C) 2003-2005 VMware, Inc.
Copyright (C) 1997-2000 Intel Corporation

CLIENT MAC ADDR: 00 0C 29 9F D7 CA  GUID: 564DB3C7-9B43-F54C-3B66-57A5649FD7CA
DHCP...i
```

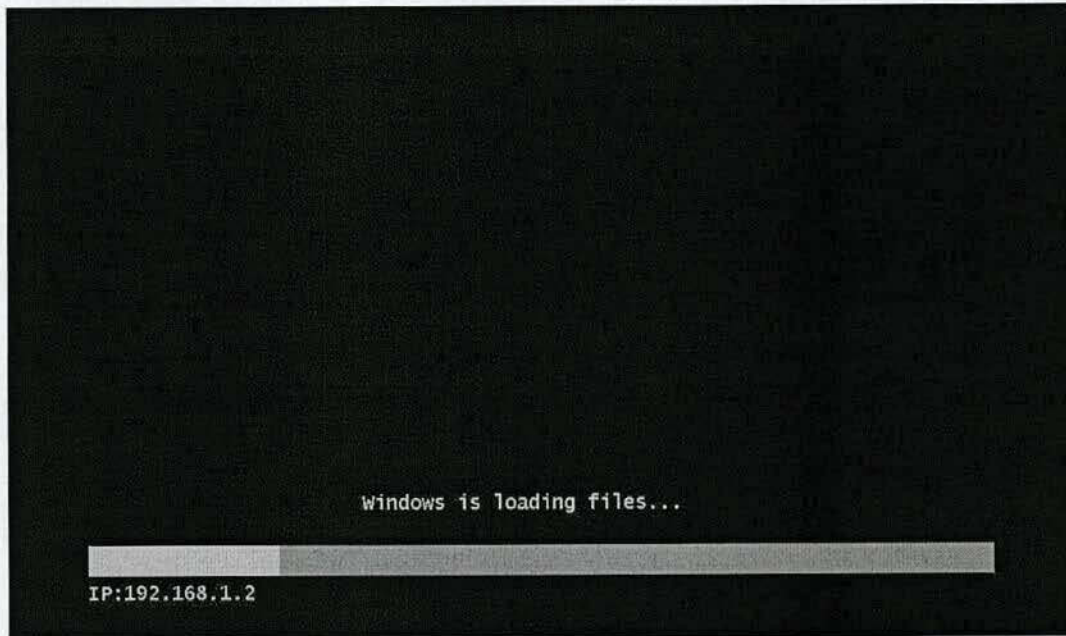
The Windows Boot Manager appears and will look similar to the one below.



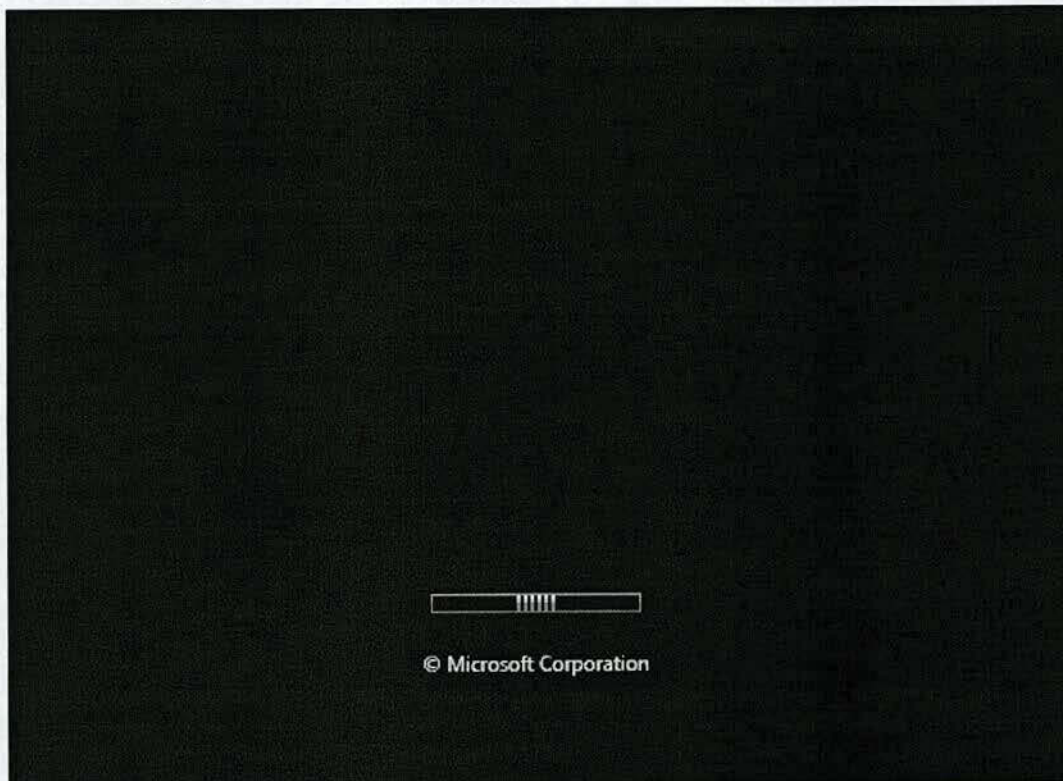


Make sure that “**Prisoner Image Restore**” is highlighted and press the **ENTER** key.

The ServerPC will continue to boot and will download files necessary for the build process. This may take up to 5 minutes to complete.

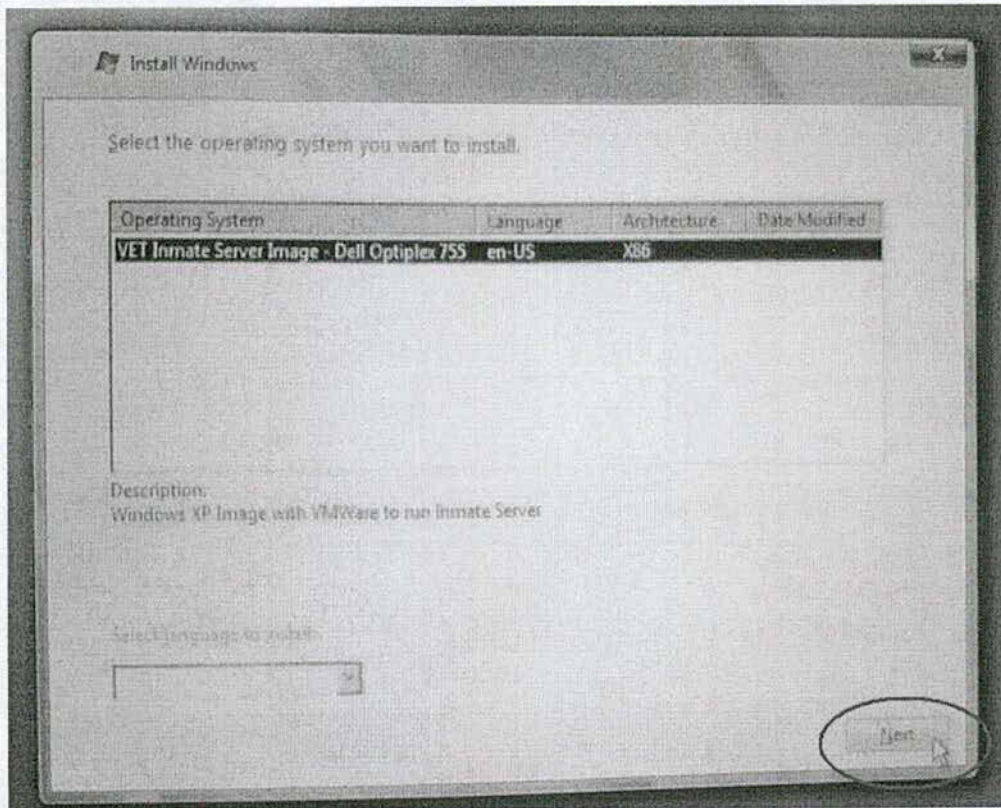


Windows Deployment will now start loading

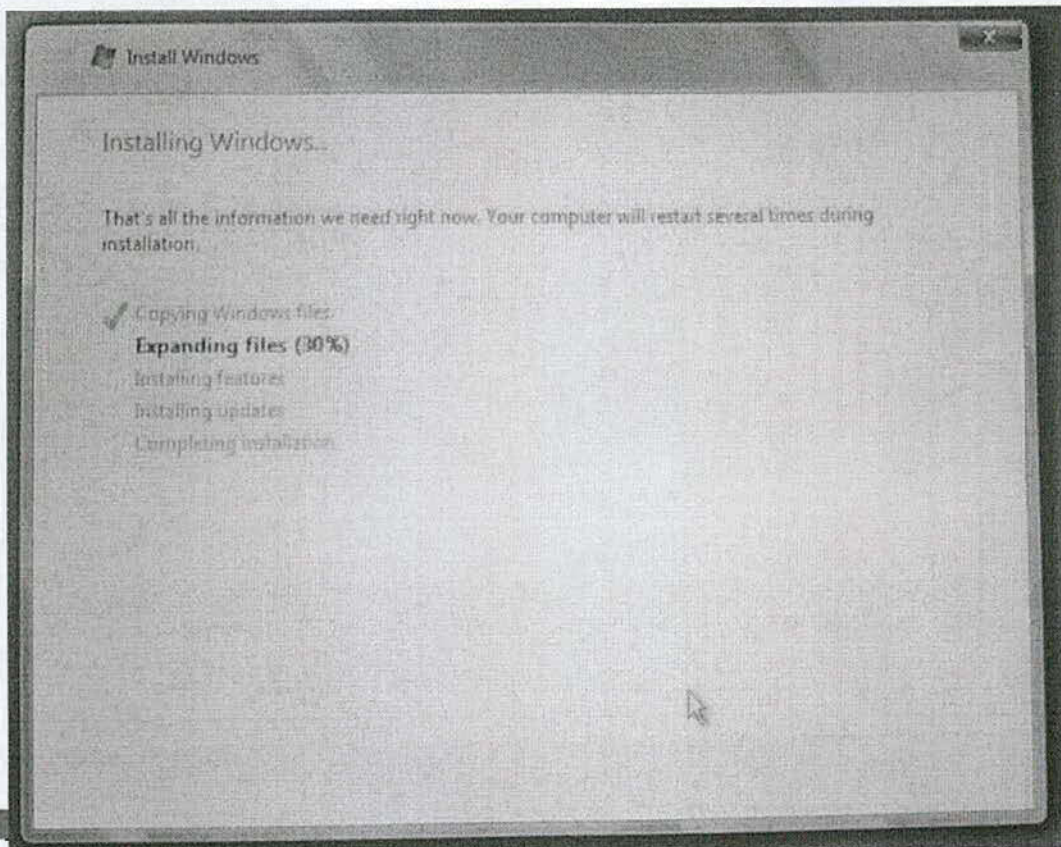




Select Operating System will now appear. Click on the **Next** button to continue.



Windows will now be installed.

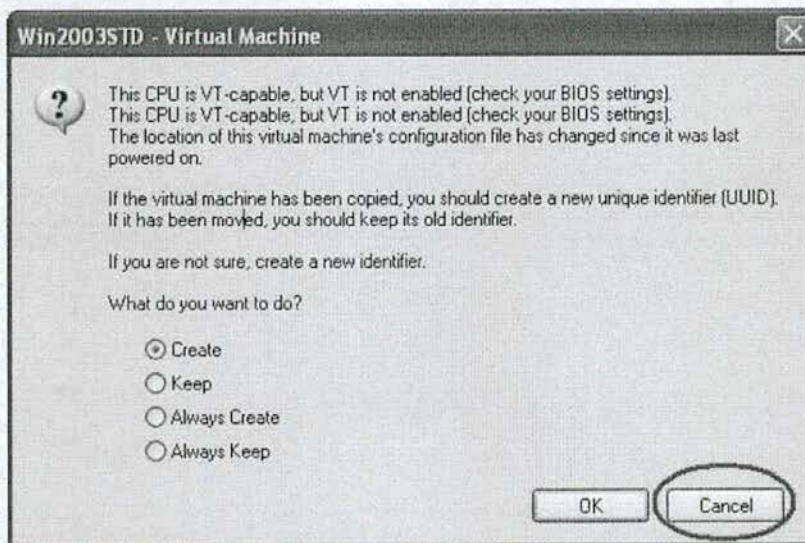




**Note:** This process can take between 10mins to 20mins depending on your network.

Once the build has finished the Server PC will automatically reboot and start the VMWare Server Console.

You may get a Virtual Machine window pop up giving you some options for this machine's unique ID (UUID), click on the **Cancel** button, as we do not want to create one at this stage.



Shutdown the Server PC as per steps in Section 2.2 Shutdown/Log off.

## 2.4 Loading Virtual Server Files

**NOTE:** Do not proceed with this step if the Server PC is still connected to our network. To complete this step the Server PC **MUST** be in the classroom and on the prisoner network.

The Virtual Server files are automatically installed from 2 DVDs. There is no interaction required except to change DVDs when requested.

Installation via DVD was done for 2 reasons, firstly to help reduce the size of the Server PC image stored on our QCS Servers and secondly to allow easy installation and updating. This method of loading the Virtual Server Files allows Information Management to make changes (e.g. adding new AEVET software), write the changed Files to the DVDs and distribute the DVDs to the Centres.

To start the process, make sure the Server PC is already switched on then insert the DVD labelled **DVD One** into the DVD drive.

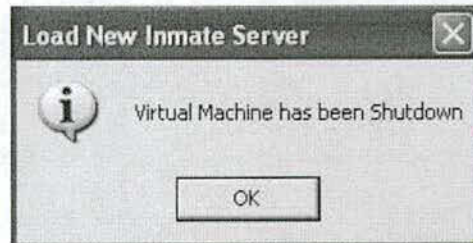




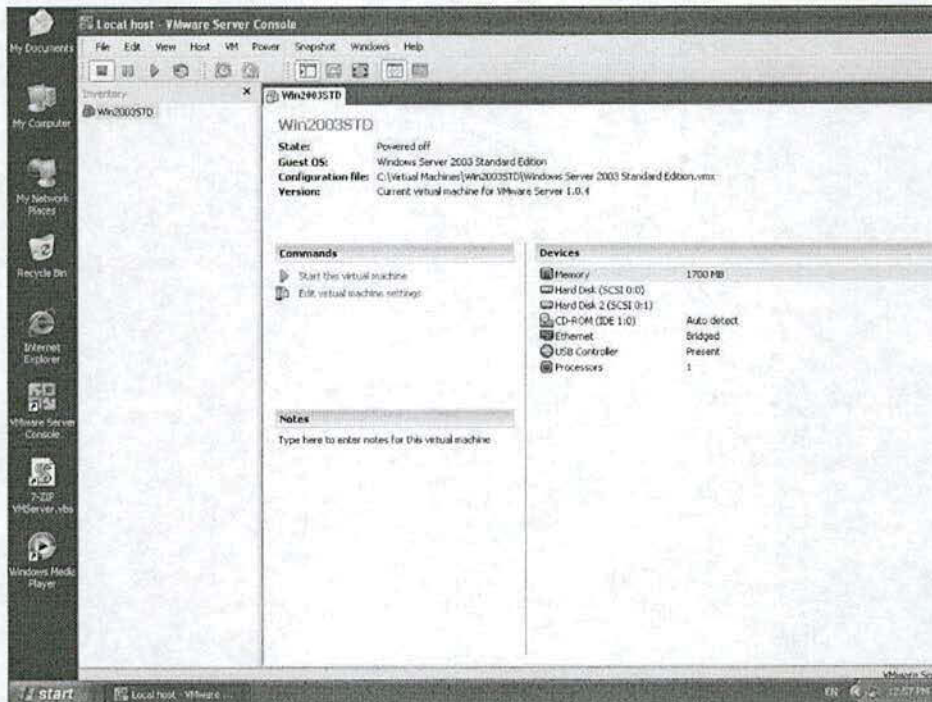


After a few seconds the DVD will auto run the installation script.

The VMWare Server Console will exit from full screen mode and the Virtual Server will shutdown.



The screen will now look similar to the one below.



The VMWare Server Console will now shutdown.





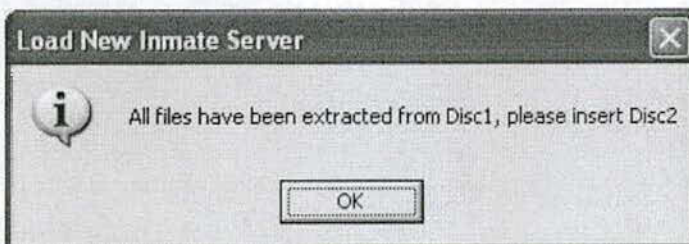
A DOS window will now appear and show the files being extracted from Disc One.

```

c:\ C:\Program Files\7-ZIP\7Z.exe
7-Zip 4.57 Copyright (c) 1999-2007 Igor Pavlov 2007-12-06
Processing archive: c:\Disc1.7z
Extracting Win2003STD-s001.vmdk
Extracting Win2003STD-s002.vmdk
Extracting Win2003STD-s003.vmdk_
  
```

When prompted take Disc One out of the DVD Drive and insert Disc Two.

Click the OK button **AFTER** Disc Two has been inserted into the DVD Drive.



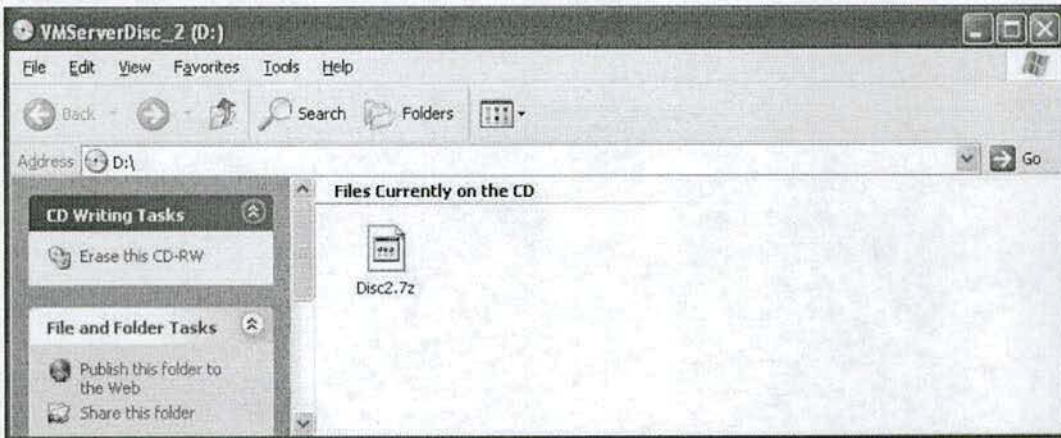
A DOS window will now appear and show the files being extracted from Disc Two.

```

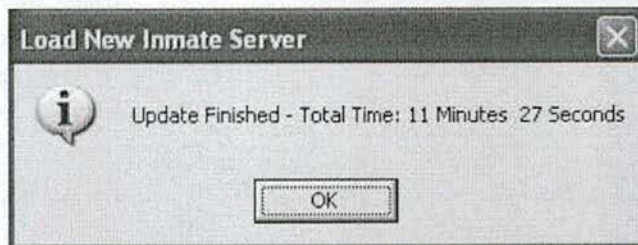
c:\ C:\Program Files\7-ZIP\7Z.exe
7-Zip 4.57 Copyright (c) 1999-2007 Igor Pavlov 2007-12-06
Processing archive: c:\Disc2.7z
Extracting DataVolume-s001.vmdk
Extracting DataVolume-s002.vmdk
Extracting DataVolume-s003.vmdk_
  
```



If a window pops up titled VMServerDisc\_2, close it by clicking on the cross in the top right corner.

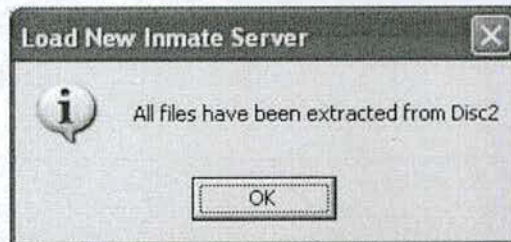


You can take out Disc 2 once all the files have been extracted.

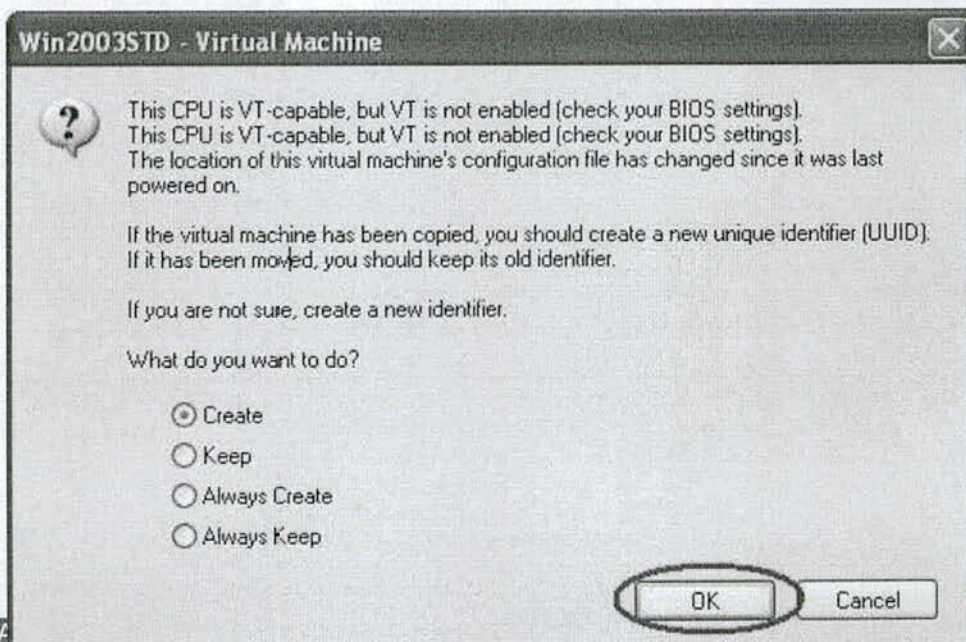


The update is now finished.

VMWare Server Console will now start and auto load the virtual server.



You may get a Virtual Machine window pop up giving you some options for this machine's unique ID (UUID), click on the OK button, as we want to create a new unique ID.



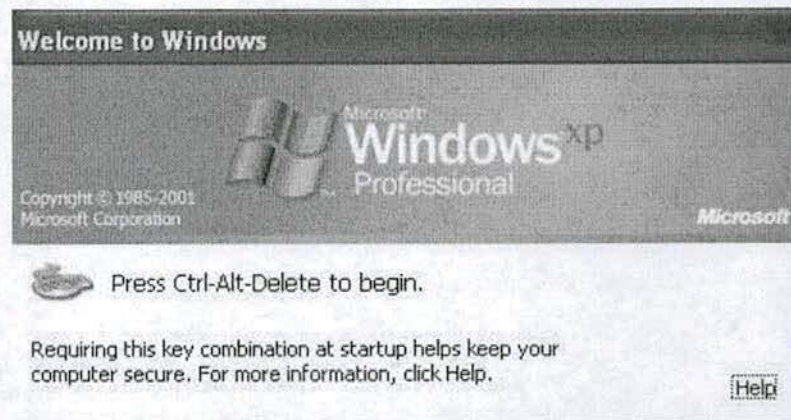


## 3. Student PC

There are **30 student User Accounts** that are to be used on the Student PCs. These are in the format of 'student' plus a number from 1 to 30. For example student one will use user account **student1**, student ten will use user account **student10**. Initially all these student accounts are disabled and the Education/Vocational Training Officer will need to set a password for each student account before they can be used. (Refer section 4.1 Set/Reset Student Password)

### 3.1 Start-up/Login

When the Student PCs are powered on, Windows XP Professional will start and the students (should see) the following screen.

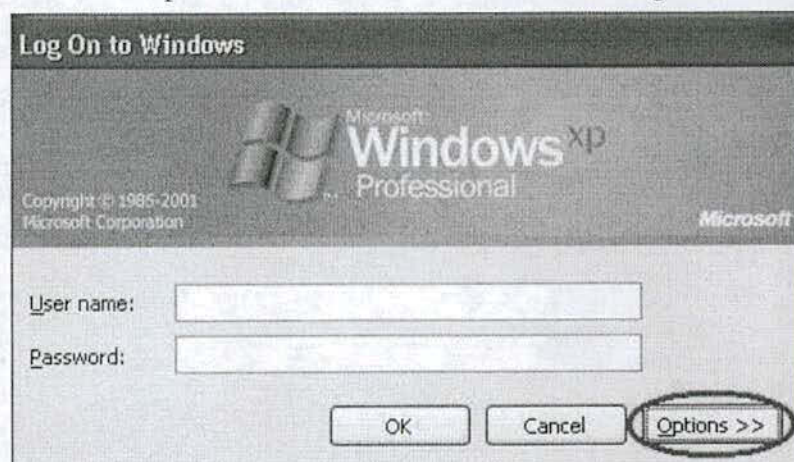


Press the **CTRL-ALT-DEL** keys to proceed to the log On to Windows screen.

#### 3.1.1 First Time Log On

If this is the first time that this computer has been used after it has been through the Prisoner PXE Build, then there are a couple of extra steps required before the student can login.

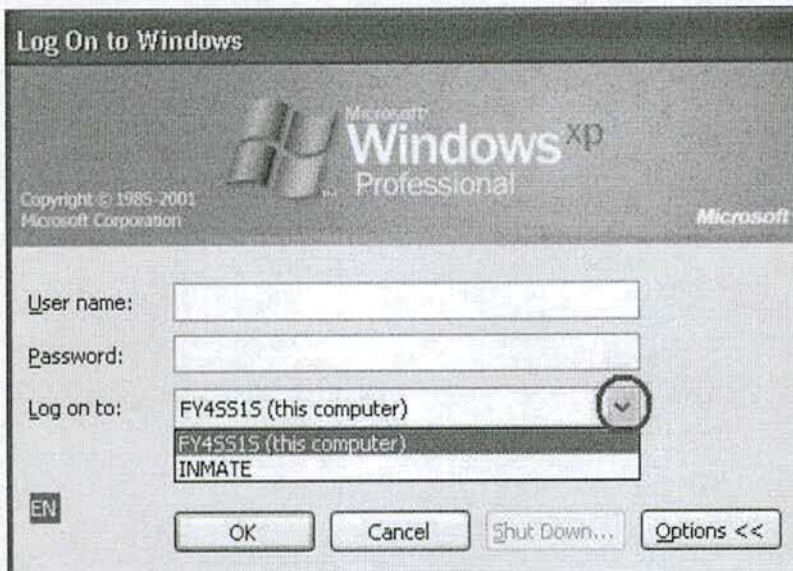
Click on the Options Button located in the bottom right corner of the Log On to Windows box.



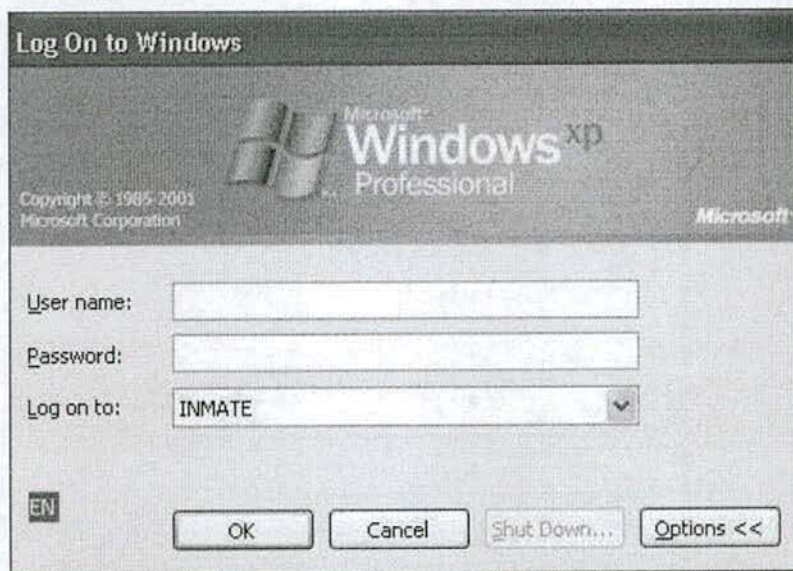


This will reveal the **Log On To** option.

Click on the drop down arrow at the end of the Log on to line. This will reveal the available computers/networks that you can log on to. Select **INMATE** to set the default log on to option to the Prisoner network



The Log On to Windows screen should now look like this.

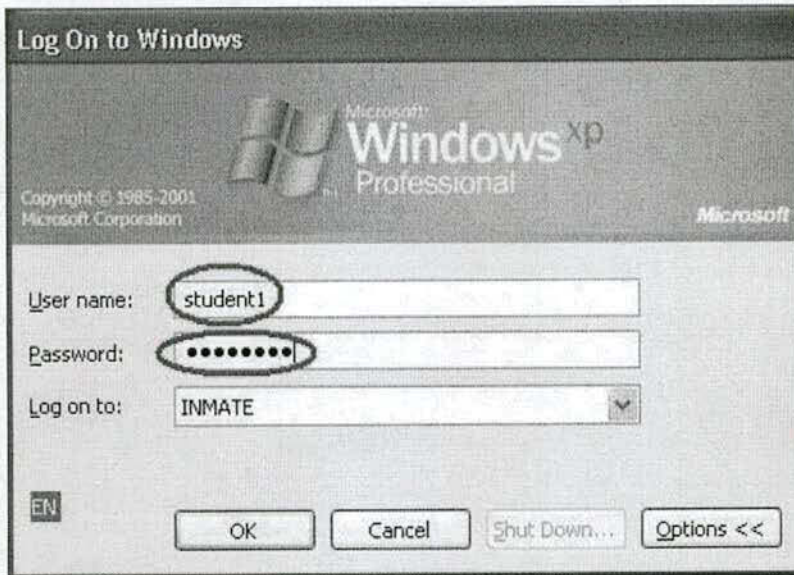




### 3.1.2 Normal Log On

The student can now enter their assigned student **user name** (i.e. student1 through to student30) and the **password** assigned to that user name.

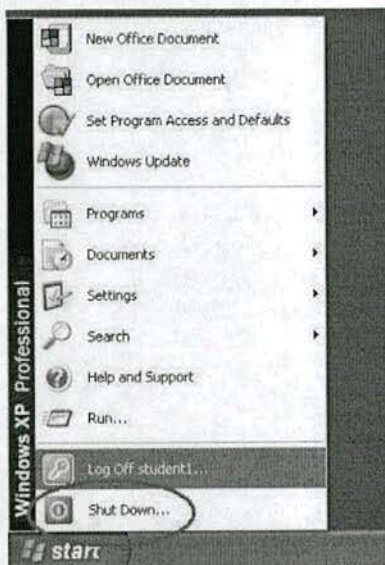
Click on the **OK** button and the student will log onto the computer and network.



## 3.2 Shutdown/Log Off

### 3.2.1 Shutdown Student PC

To shut down the Student PC, click on the **START** button located on the bottom left corner of the screen. This will pop up the Start Menu.



Click on the Menu item “**Shut Down**”.



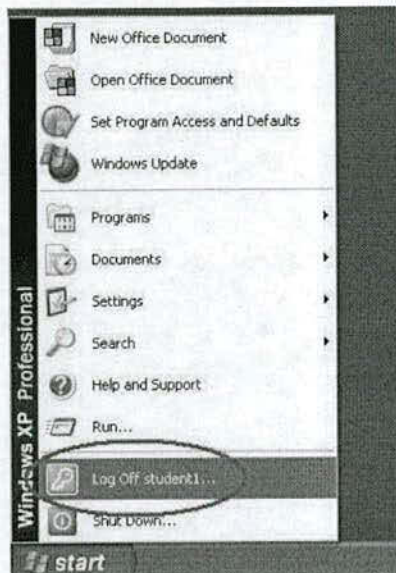
The “**Shut Down Windows**” box now appears in the middle of the screen. Click on the **OK** button and Windows will shutdown and power off the computer.



### 3.2.2 Log Off Student PC

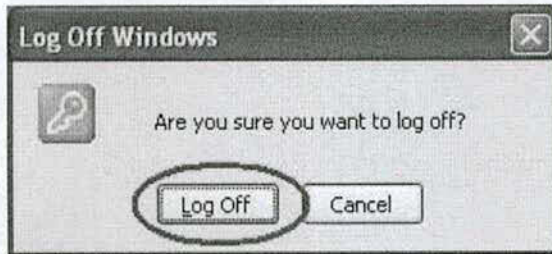
To Log off the computer so that someone else can login, click on the **START** button located on the bottom left corner of the screen. This will pop up the Start Menu.

Click on the Menu item “**Log Off student name**”, where student name is the currently logged on user (e.g. student1)

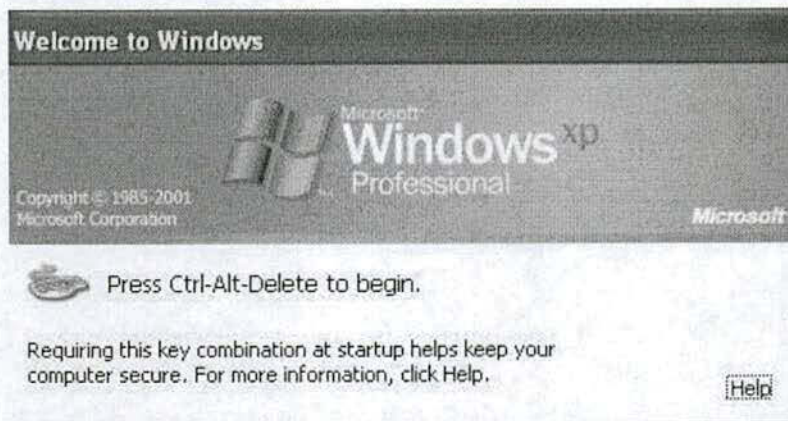




The **Log Off Windows** box will now appear in the middle of the screen. Click on the **Log Off button** and Windows will log off the current user.



The computer now reverts to the Welcome to Windows Screen ready for the next person to log on.



### ***3.3 Applications Available***

The software applications installed are the same across all of the Student PCs in every Correctional Centre. Some can be utilized by every centre, where as others are licenced to particular centres and should only be used by those centres.

#### ***3.3.1 Applications Licenced for use at all Correctional Centres***

- Microsoft Office XP – Word, Excel, PowerPoint and FrontPage
- Microsoft Outlook Express
- Moorditj – Indigenous artists interactive program
- TypeQuick Typing Tutor
- MYOB Accounting Plus





### *3.3.2 Applications Licenced to Specific Correctional Centres*

- AutoCAD 2004 - Darling Downs (6 Licences)  
Lotus Glen (8 Licences)  
Numinbah (6 Licences)  
Palen Creek (6 Licences)  
Brisbane Correctional Centre (6 Licences)  
Townsville (8 Licences)
  
- AutoCAD 2005 – Brisbane Womens (12 Licences)  
Capricornia (7 Licences)  
Wolston (10 Licences)  
Woodford (10 Licences)
  
- AutoCAD Lt 2002 – Maryborough  
(Note:: this application has not been installed)

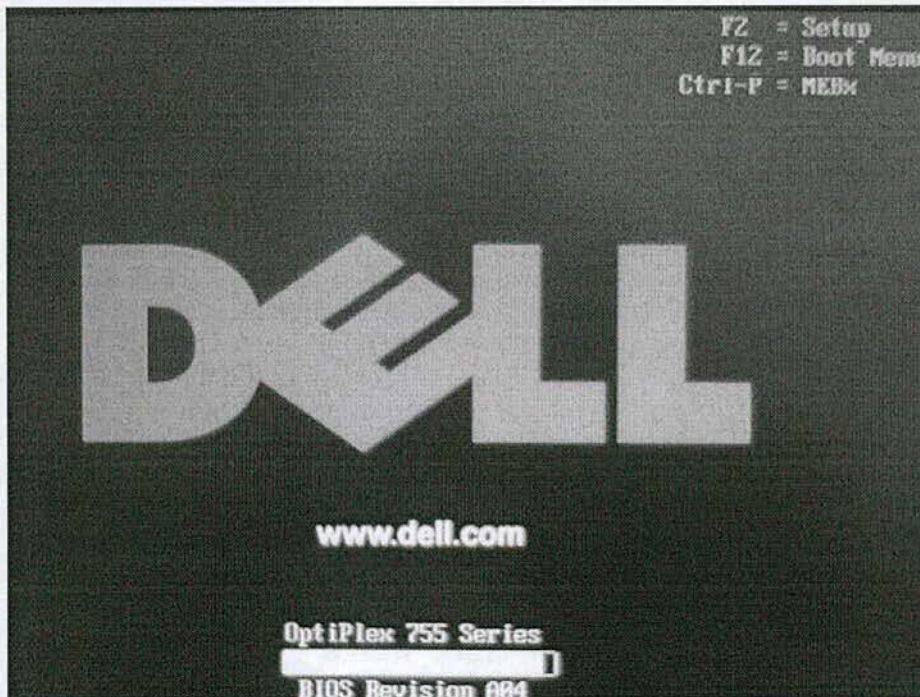




### 3.4 Student PC Build Process

Turn computer on and when the DELL screen appears press the **F12** key on the keyboard. You should hear a noise like a high pitched beep; this indicates that the computer has recognized that the **F12** key has been pressed.

**Note:** You may have to press it a few of times.



The Boot Device Menu will now appear. If it does not then the F12 key was not pressed at the right time. You will need to power of the computer and start again.

Use the Down arrow key to highlight “**Onboard Network Controller**”  
(If not listed on the menu see Appendix A - Enable DELL PXE Boot)

Press the Enter key to start the Boot process.



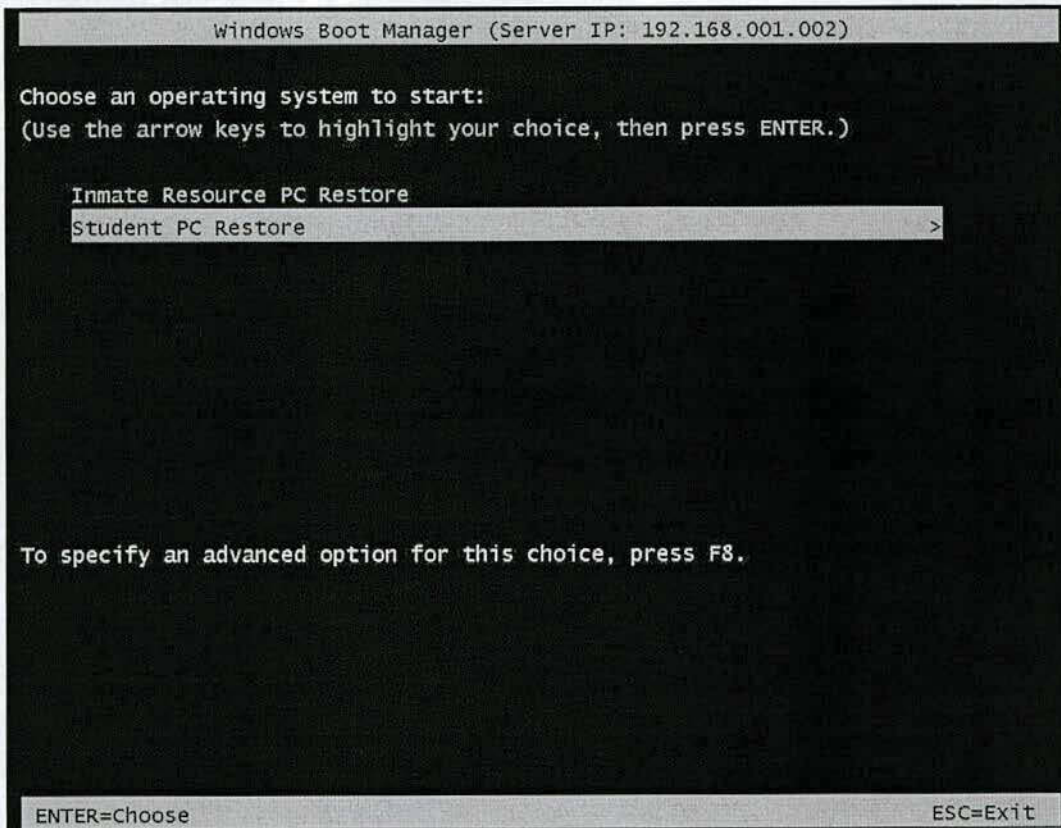


Once the Onboard Network Controller option has been selected, the ServerPC will now boot and get a network address (IP address) from the Virtual Server on the ServerPC

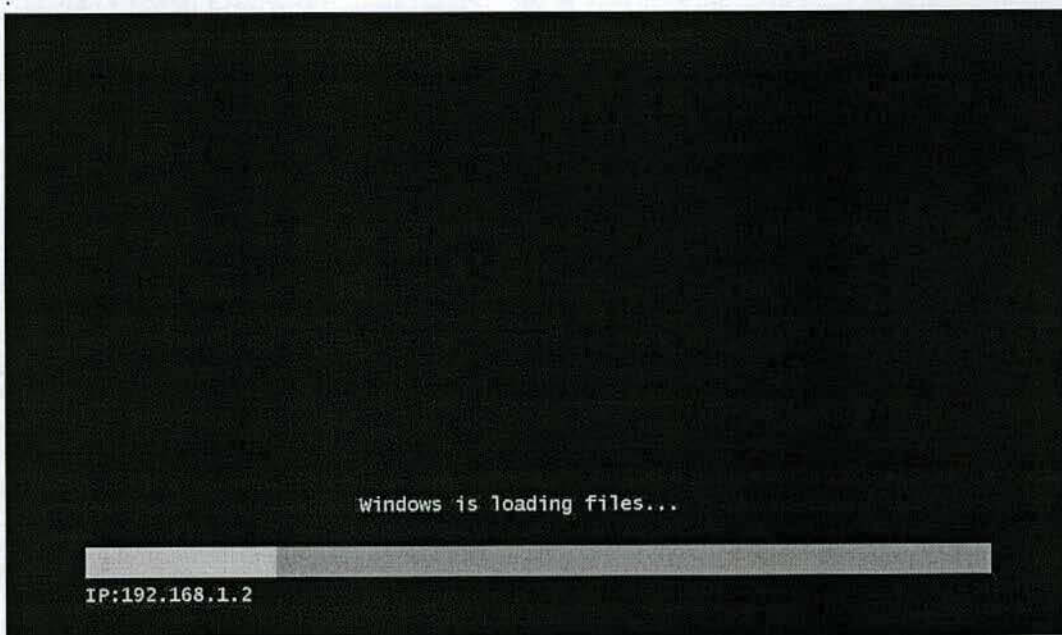
```
Network boot from AMD AM79C970A
Copyright (C) 2003-2005 VMware, Inc.
Copyright (C) 1997-2000 Intel Corporation

CLIENT MAC ADDR: 00 0C 29 9F D7 CA  GUID: 564DB3C7-9B43-F54C-3B66-57A5649FD7CA
DHCP...↓
```

The Windows Boot Menu will now appear. Make sure “**Student PC Restore**” is highlighted and press the **Enter key** to proceed.

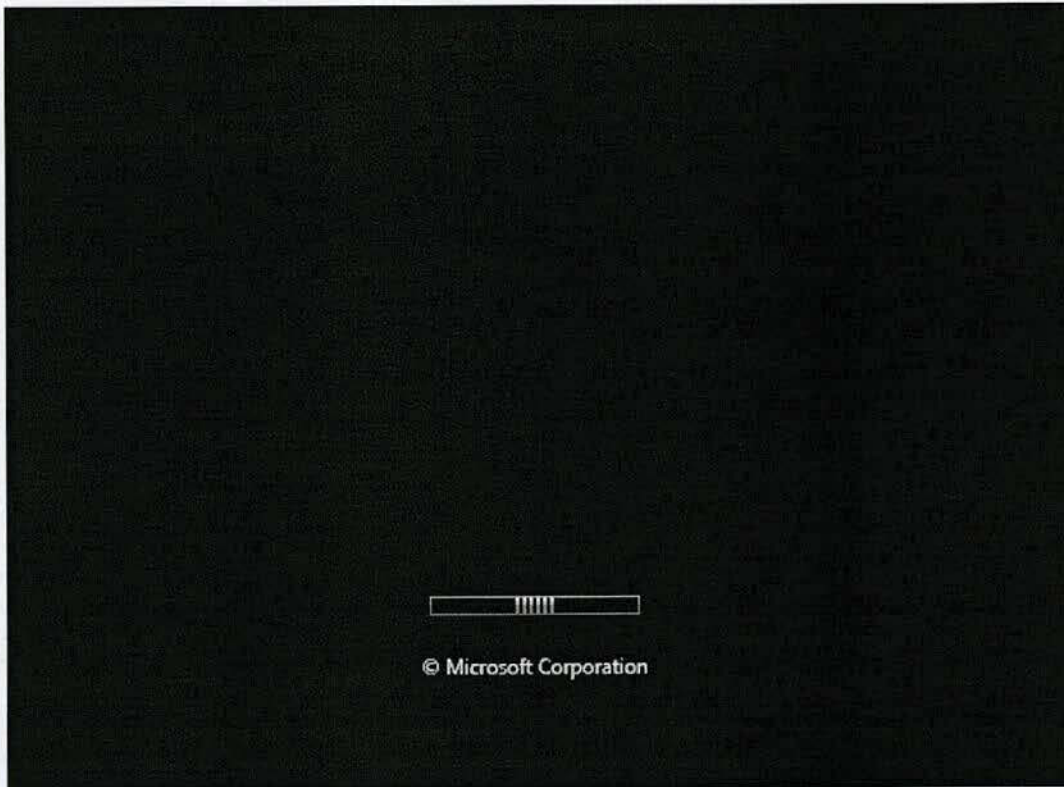


The Student PC will continue to boot and will download files necessary for the build process. This may take up to 5 minutes to complete.

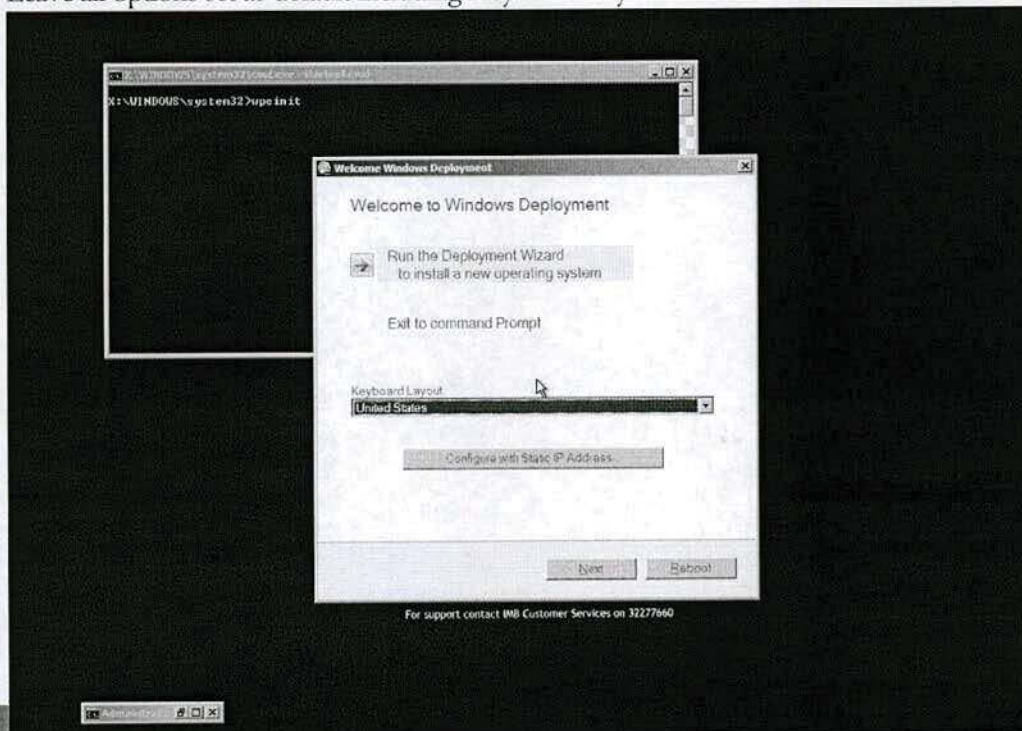




Windows Deployment will now start loading



When the boot process is complete you will see a window displayed similar to the one below. Leave all options set as default including Keyboard Layout and select the “Next” button.

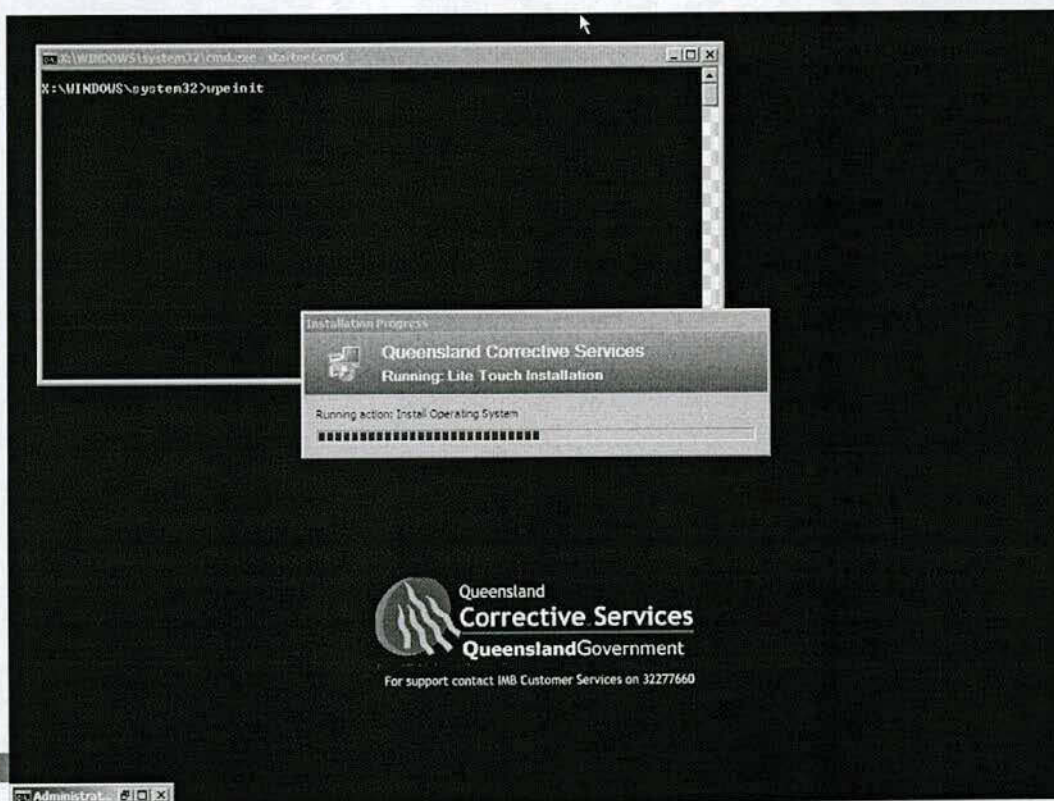
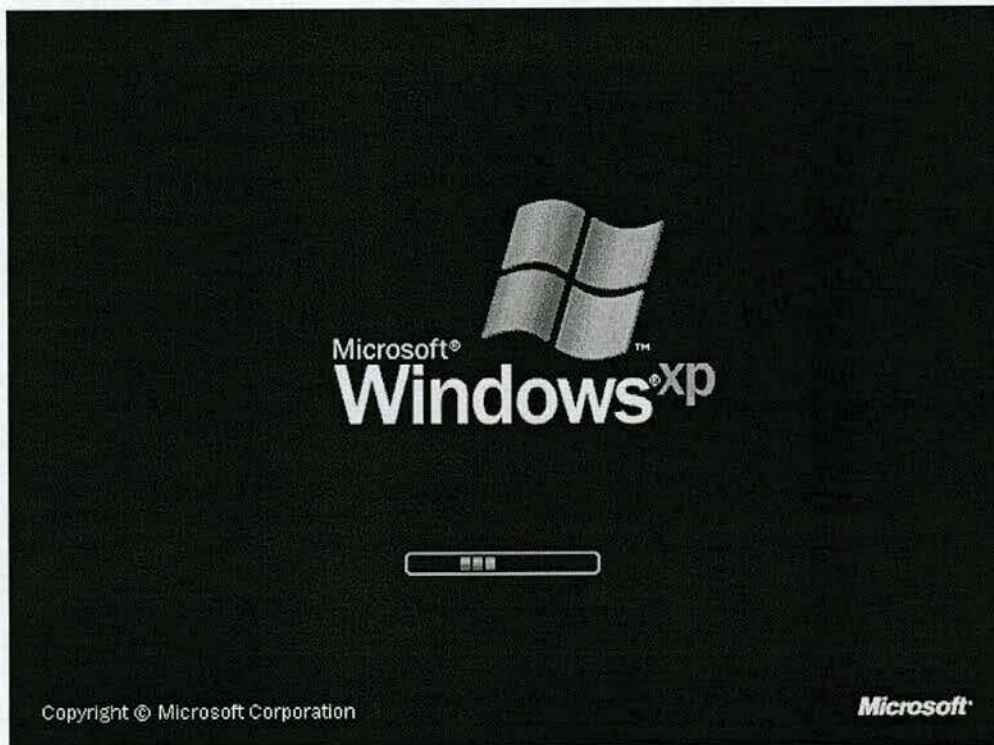


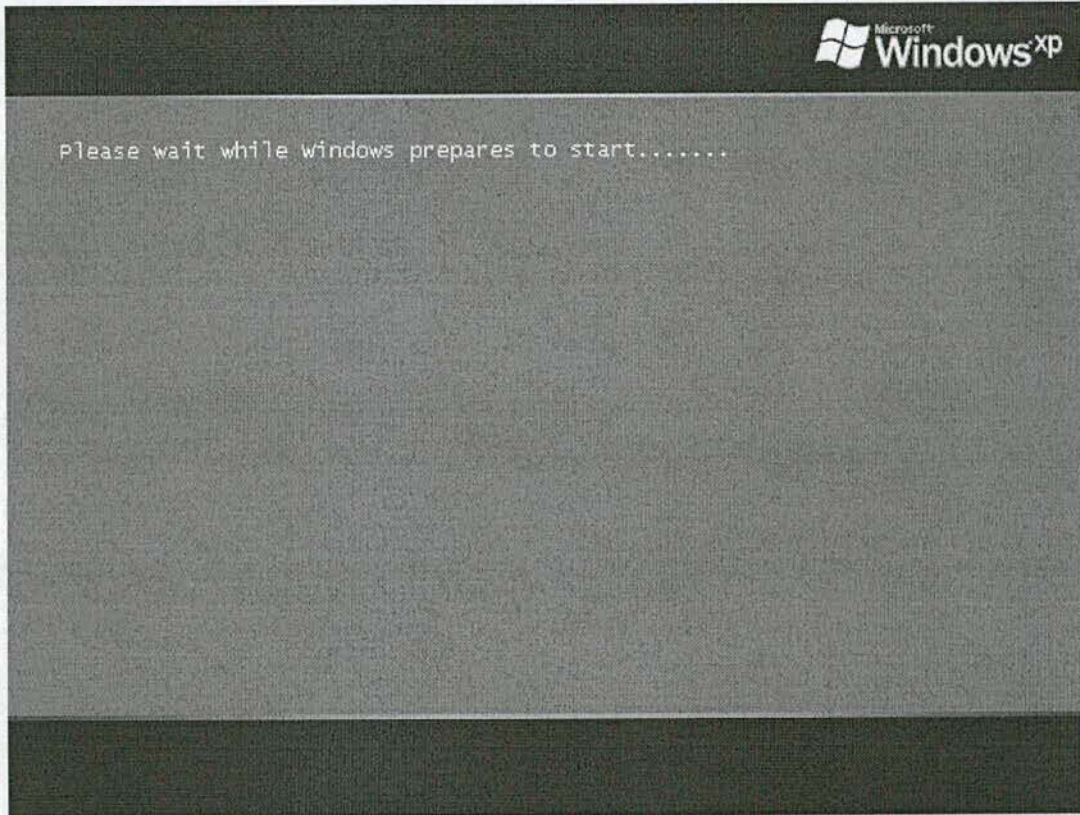


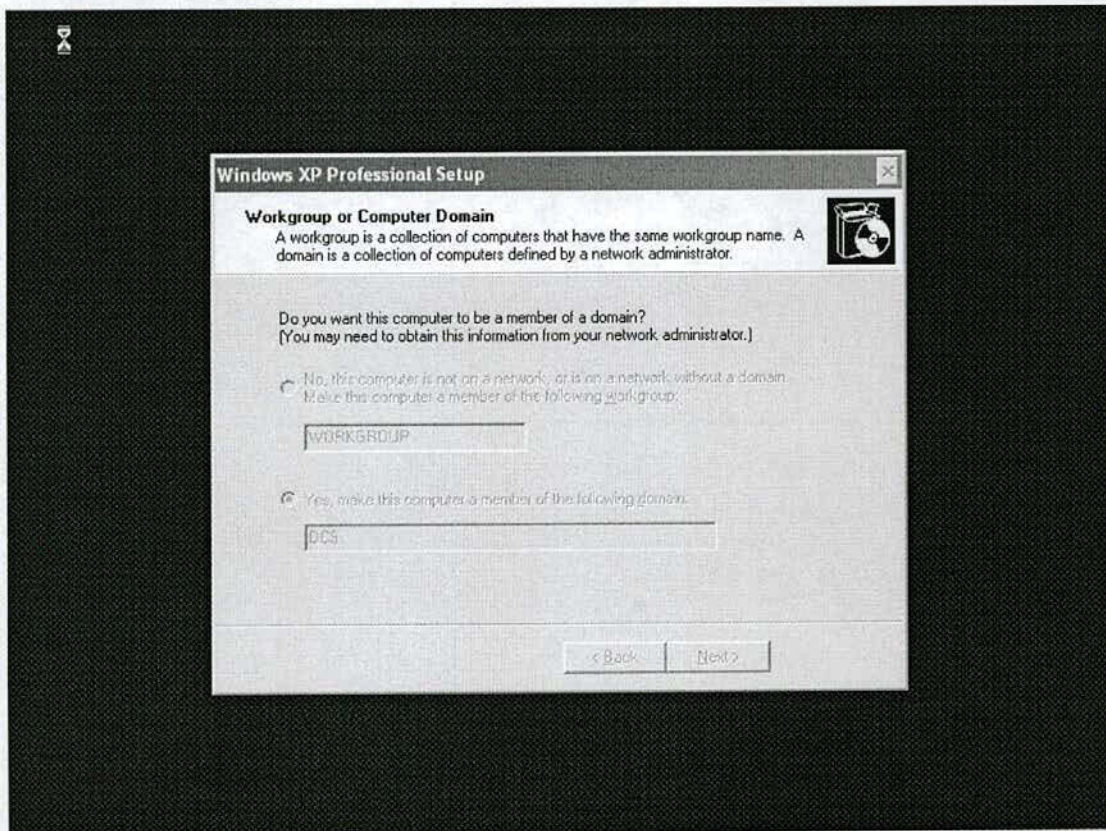
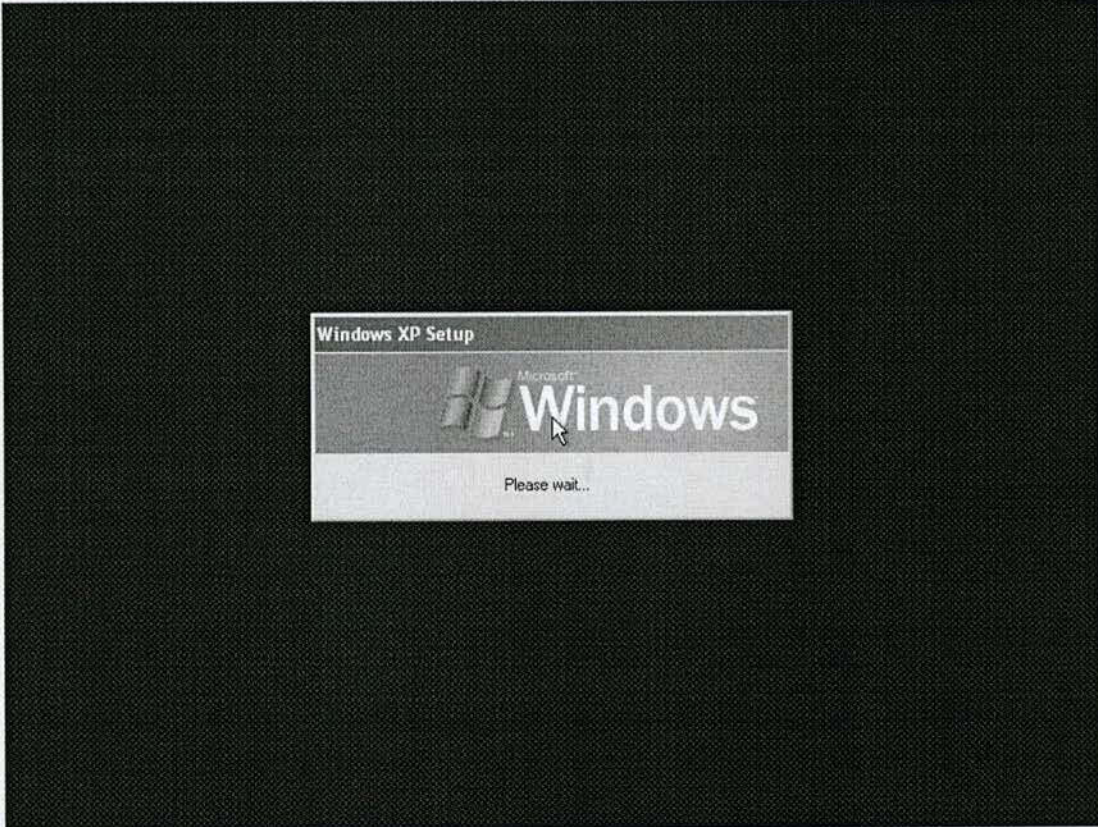
The Student PC will now commence a completely automated re-image process. At times the computer will reboot itself and then automatically continue the re-image.

Note: This process can take between 30mins to 1hr depending on the number of computers that are being done at the same time.

The following screen shots depict the stages of the re-image process:



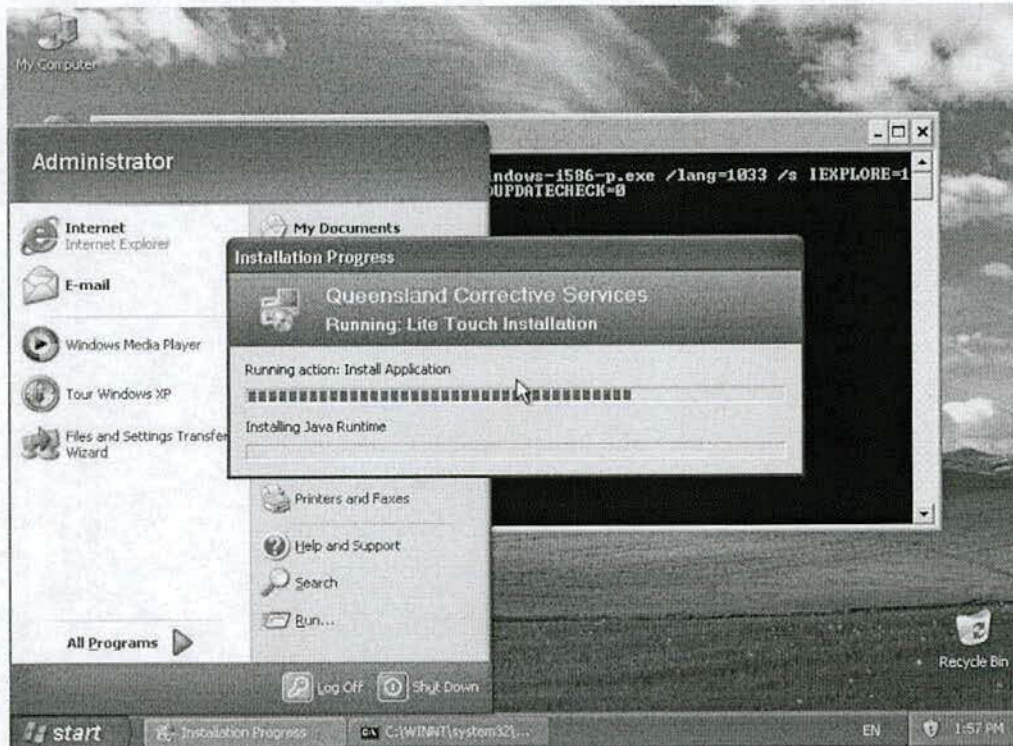






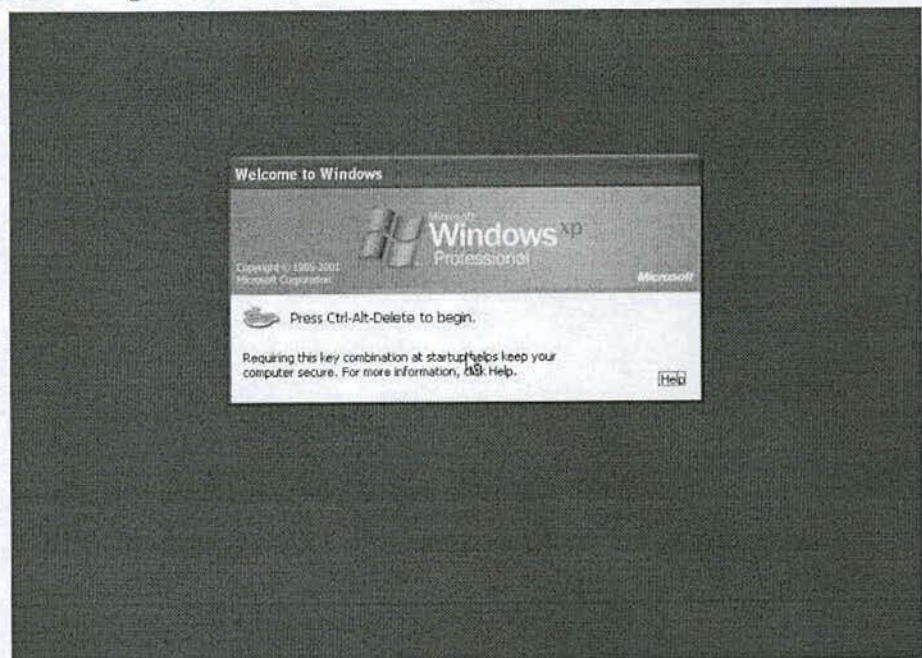


The following screen will be displayed for some time and indicate the installation of various applications. The re-image process is still continuing. It is important that the computer is **NOT USED** during this process despite the fact it appears to have loaded Windows.



When the build has completed the computer will display the Welcome to Windows Screen ready for someone to log on with the User Name and Password provided by the Education/Vocational Training Officer.

NOTE: You will need to change the “Log on to” option to **INMATE** the first time you logon after the computer has been built.



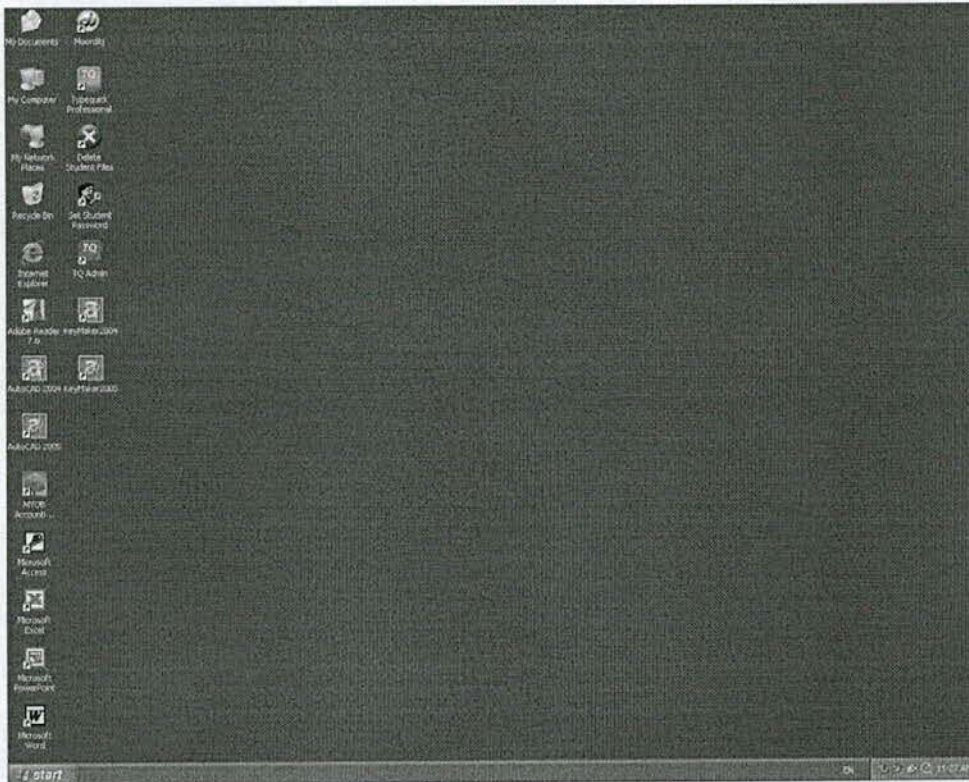


(Refer section 3.1.1 First Time Log On)

## 4. MAINTENANCE TASKS

To complete these maintenance tasks you must logon to a **Student PC** with the **QCSEDO** user account, and the password of **QCSEducat10n**. This password is case sensitive and must be entered exactly as it is displayed her. Note the 'io' in 'Education' is the numeric ten 10.

The Desktop should look like the one below.



### 4.1 *Set/Reset Student Password*

There are 30 Student accounts available on the network at any one time. They all start with student and have a numeric identifier appended to the end. (i.e. student1, student2, student3, student4.....student28, student29, student30)

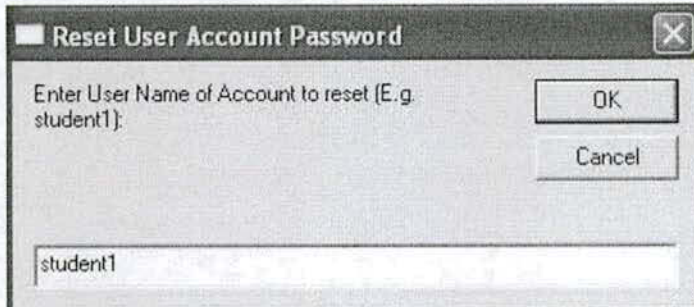
All Student accounts are initially assigned a random password.



In order to use these Student Accounts the Education/Vocational Training Officer needs to assign a password to them.

To start this process, open the **Set Student Password** shortcut on the desktop.

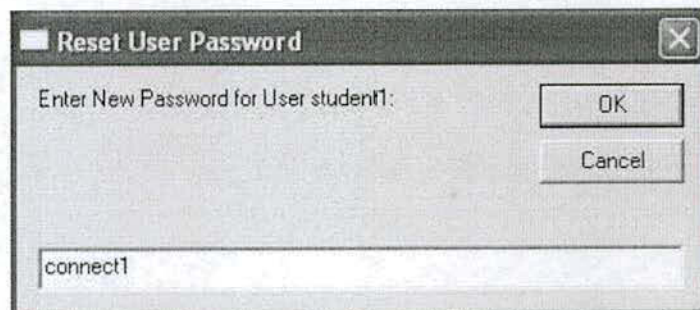
Enter the student account that you want to set/reset and click on the OK button.



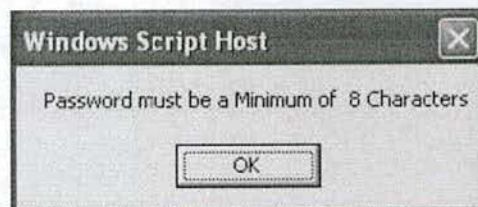
A search will then be done to confirm that the account name entered exists. If account does not exist, you will see the pop up box below. Click the OK button to exit and start again.



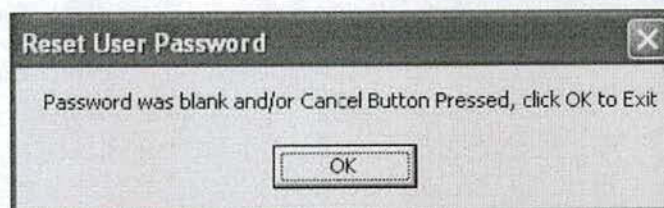
If the account does exist then you will be prompted to enter the new password. Enter a password and click the OK button.



Make sure the password is at least 8 characters in length. This is the only restriction on the password you can enter. If you entered a password less than 8 characters long you will see the pop up box below. Click the OK button and you will return to the “Enter New password” window.



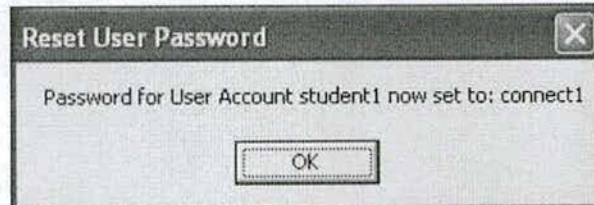
If you clicked cancel at any time, or left the password blank you will get the





following popup box appear. Click the OK button to exit.

If the password was set/reset successfully you will see a confirmation pop up box. Click the OK button to exit.



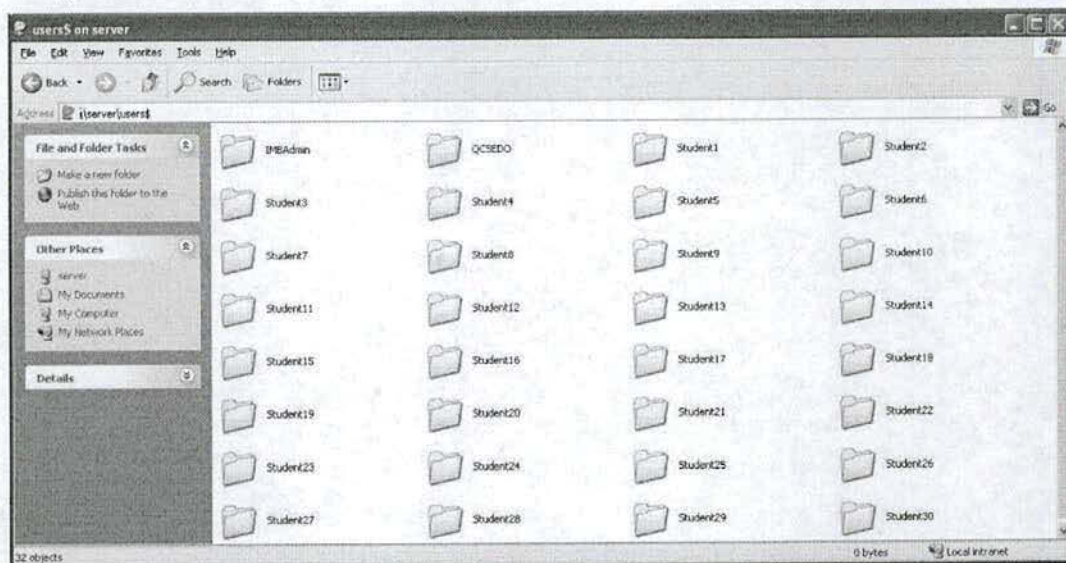
## 4.2 Copy Student Files

The QCSEDO user has the ability to copy any student files located in their H drive (student folder). Students ONLY have access to their own H drive (student folder).

To do this insert the QCS approved Kingston USB storage key. The computer will pop up that it found the device and that it is ready to use. Accessing and usage is as per the Intranet Kingston USB Guide -

[http://intranet/DCS3/BusinessUnits/IM/FactSheets/kingston\\_usb\\_guide/Runme.htm](http://intranet/DCS3/BusinessUnits/IM/FactSheets/kingston_usb_guide/Runme.htm)

To get to a students H drive you will need to open My Computer from the desktop and change what is written in the address line to \\server\users\$



From here, all the student's folders are accessible and you can copy/move any files that are required to the Kingston USB key.

## 4.3 Delete Student Files on Server

At the end of each course you will need to remove any files that were created by the students. There will be two locations that these files may exist. They are the student's H drive and in their profiles.

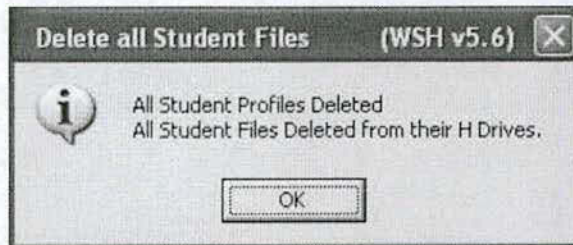




To delete these files, open the **Delete Student Files** shortcut on the desktop.

Depending on how many files were created, this process can take several minutes.

Once it is completed a confirmation pop up box will appear. Click the OK button to exit.

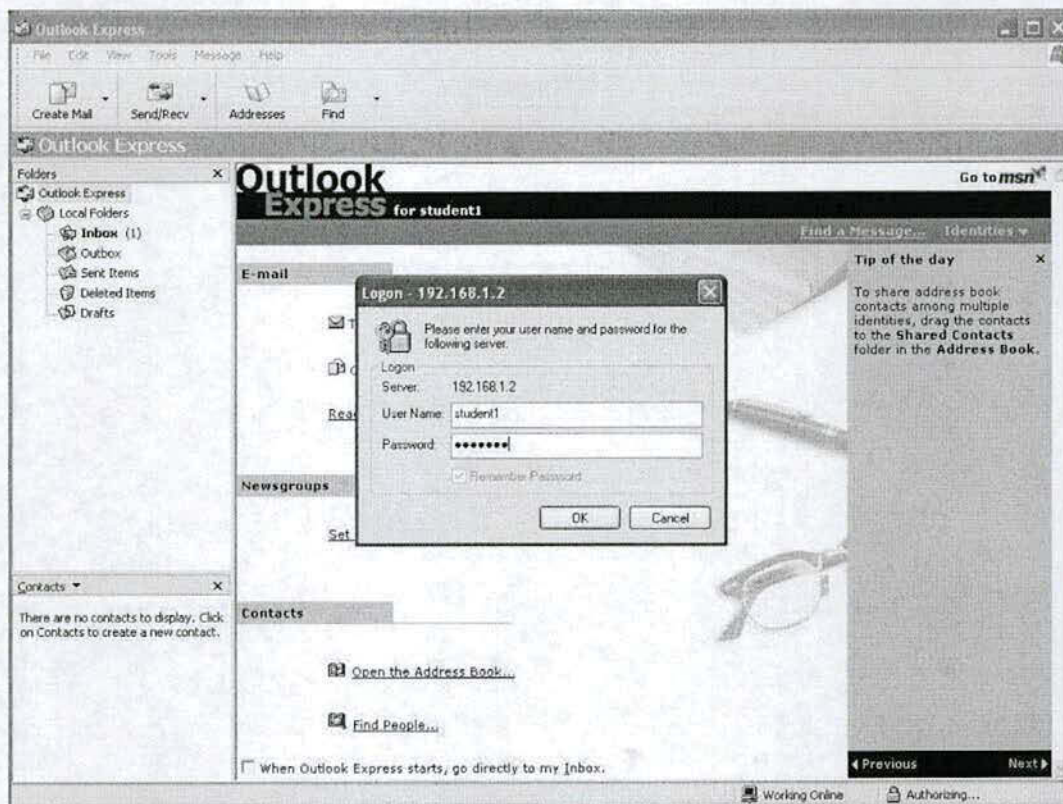


#### 4.4 Set Student Email Password

Outlook Express has been setup for each student account, except for the password. The first time the student goes to use Outlook Express they will be prompted to enter their password.

The password they need to enter is “**student**”.

This is the same password for every student account.



The students will only be able to send emails to other student accounts.

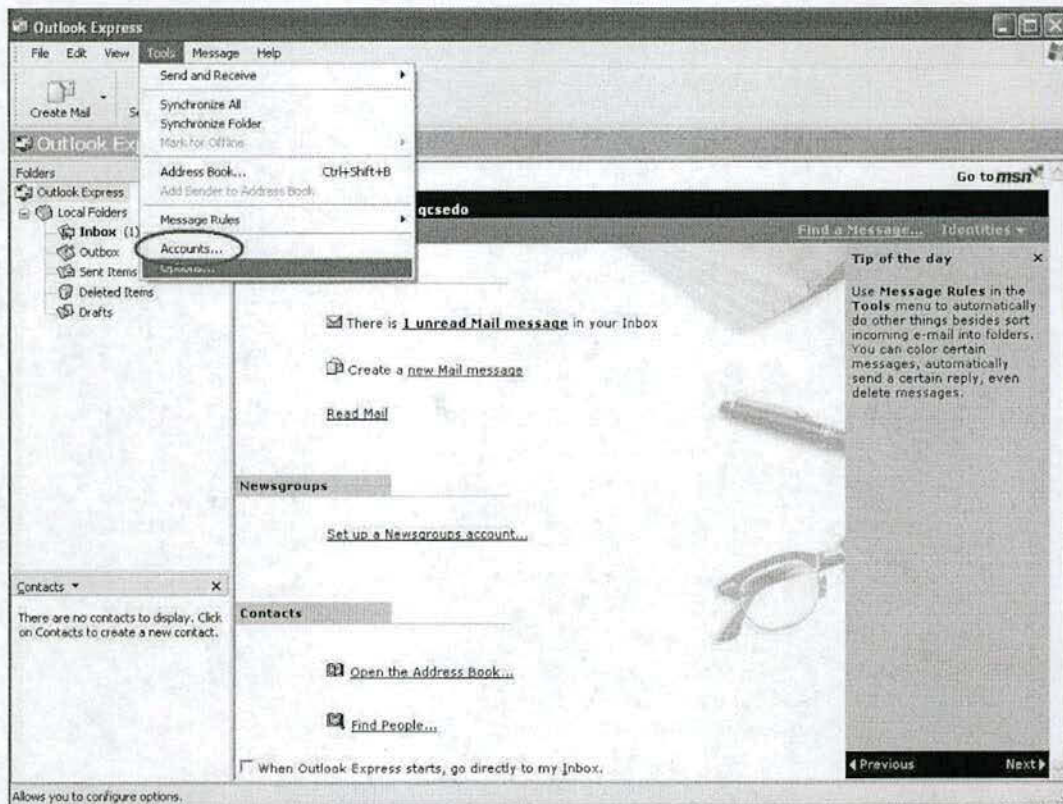
This is an isolated network with no connection to the QCS network.



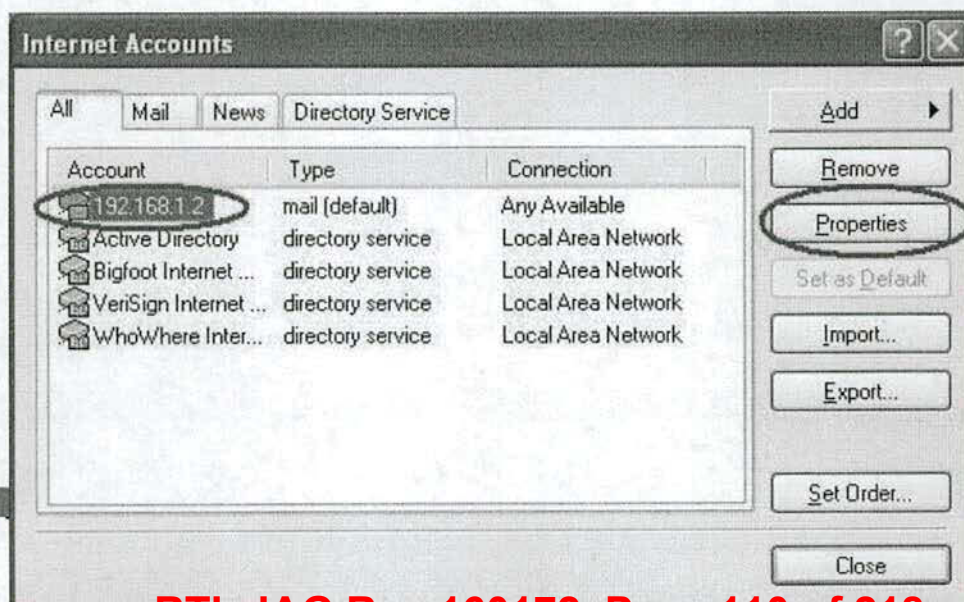
If a student enters the wrong password, it can be changed from within the accounts area in Outlook Express.

#### 4.4.1 Resetting Student Email Password

Make sure Outlook Express is open on the Student PC where the student has entered the wrong password. Select **Tools** from the menu across the top of Outlook Express., then **Accounts** from the drop down menu.



On the Accounts window, ensure the Account **192.168.1.2** is **highlighted** and then click on the **Properties** button.





Select the Servers Tab from the Properties Window.

**192.168.1.2 Properties**

General **Servers** Connection Security Advanced

Mail Account

Type the name by which you would like to refer to these servers. For example: "Work" or "Microsoft Mail Server".

192.168.1.2

User Information

Name: student1

Organization:

E-mail address: student1@inmate.local

Reply address:

Include this account when receiving mail or synchronizing

OK Cancel Apply

Delete the ●●●●●● from the Password box and enter "student", then click on the OK Button

**192.168.1.2 Properties**

General Servers **Connection** Security Advanced

Server Information

My incoming mail server is a POP3 server.

Incoming mail (POP3): 192.168.1.2

Outgoing mail (SMTP): 192.168.1.2

Incoming Mail Server

Account name: student1

Password: ●●●●●●

Remember password

Log on using Secure Password Authentication

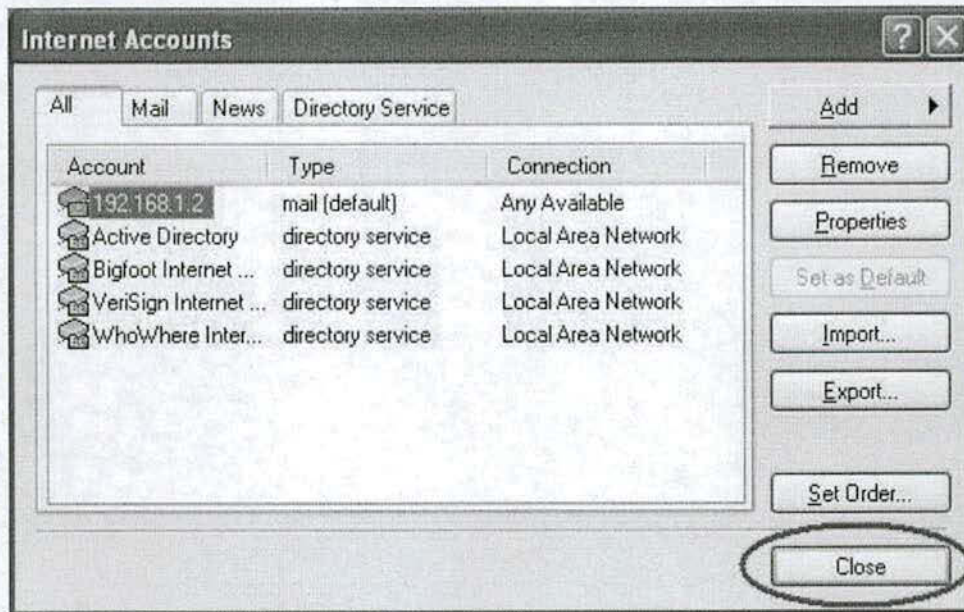
Outgoing Mail Server

My server requires authentication Settings...

OK Cancel Apply



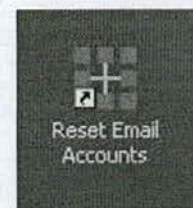
Click on the Close Button to finish.



#### 4.4.2 *Deleting All Student Emails*

All emails will be lost on the Student PCs when they go through the Prisoner PXE Build process. Any emails left in accounts on the server should be removed by running the “**Reset Email Accounts**” shortcut on the QCSEDO desktop.

Both of these actions should be done at the end of every course.



#### 4.5 *Set-up TypeQuick Student Accounts*

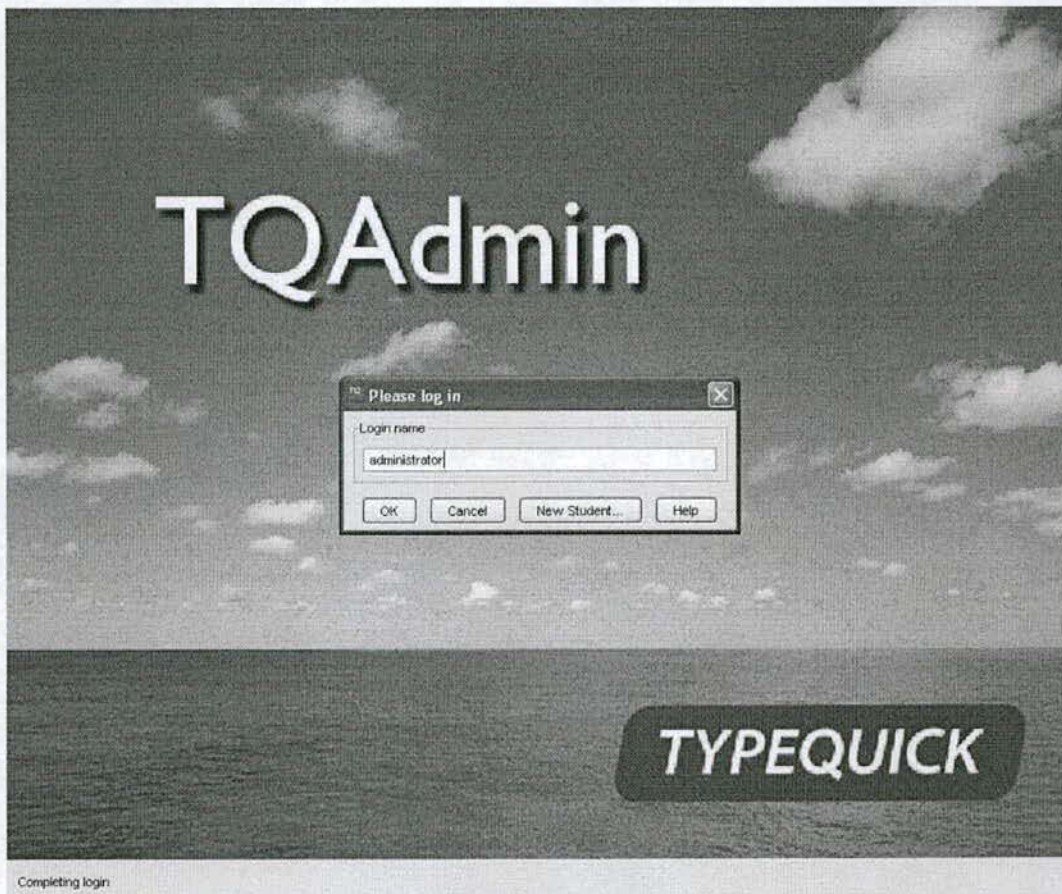
The TypeQuick Administration Program (TQAdmin) is designed for people who are responsible for controlling access to the TypeQuick applications as well as anyone who needs to keep track of student’s progress.



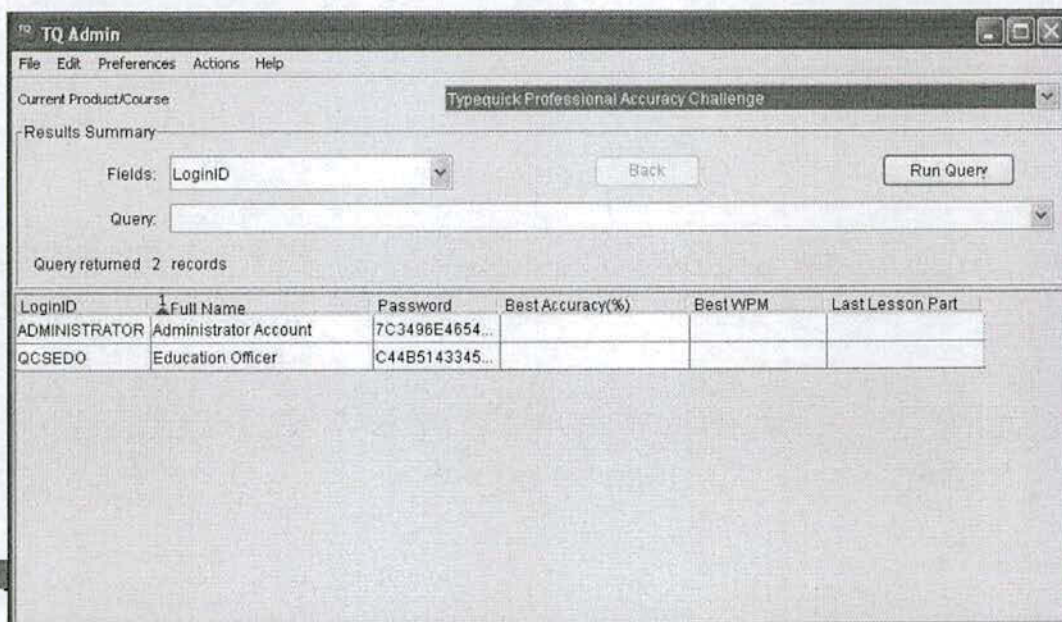


To start the TQAdmin, open the TQAdmin shortcut on the desktop.

Enter the login name “**administrator**” and click on the **OK** button.



You will now be able to add additional students and see what progress they have made.



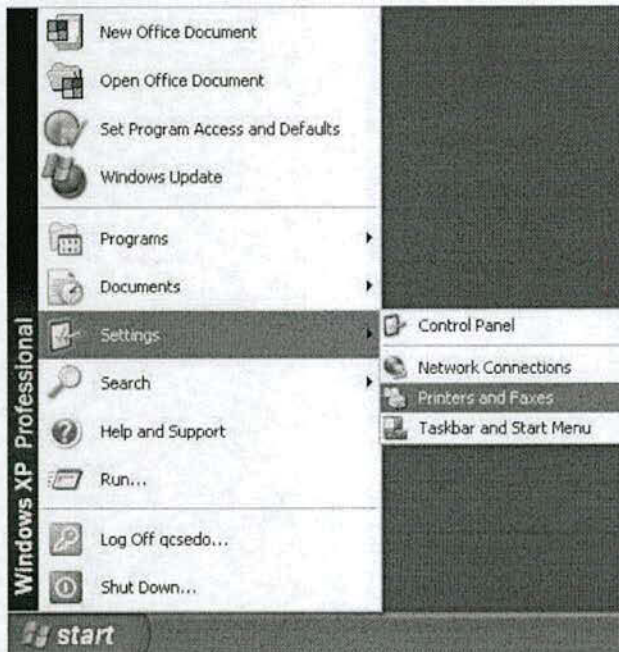


For more detailed instructions go to the Help menu.

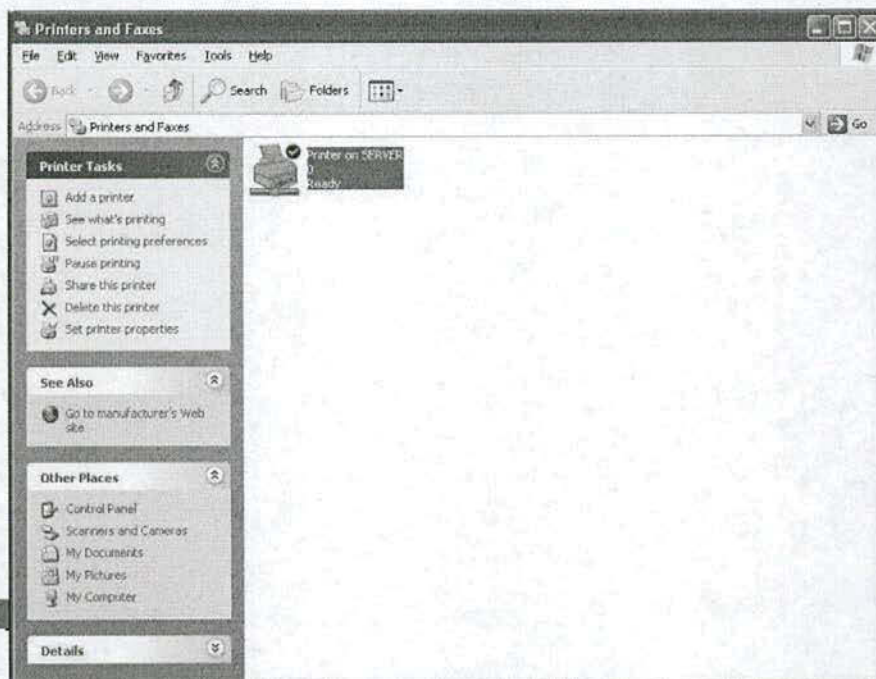
## 4.6 *Manage Student Print Jobs*

The QCSEDO user has the ability to cancel, pause, resume and restart any or all print jobs sent to the shared network printer.

To get to the Printer's print jobs window, click on the Start menu located at the bottom left corner of screen. Then highlight Settings, and move the mouse pointer to the right and click on the Printers and Faxes menu option.

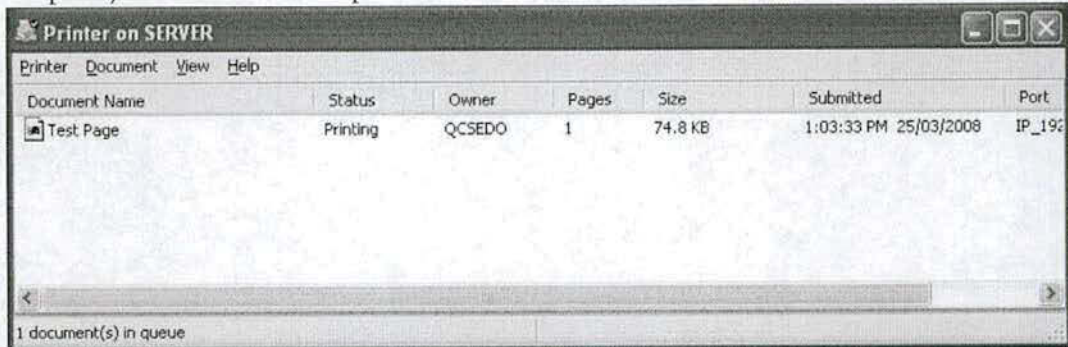


The Printers and Faxes window will now appear on the screen.

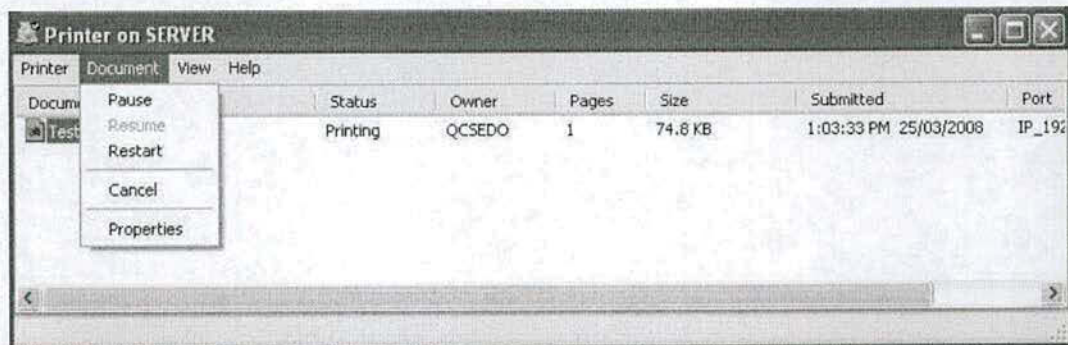




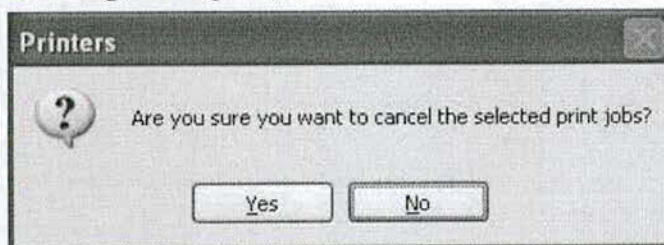
Open the printer shown **“Printer on Server”** by double clicking the icon. You will now see the print jobs window for this printer.



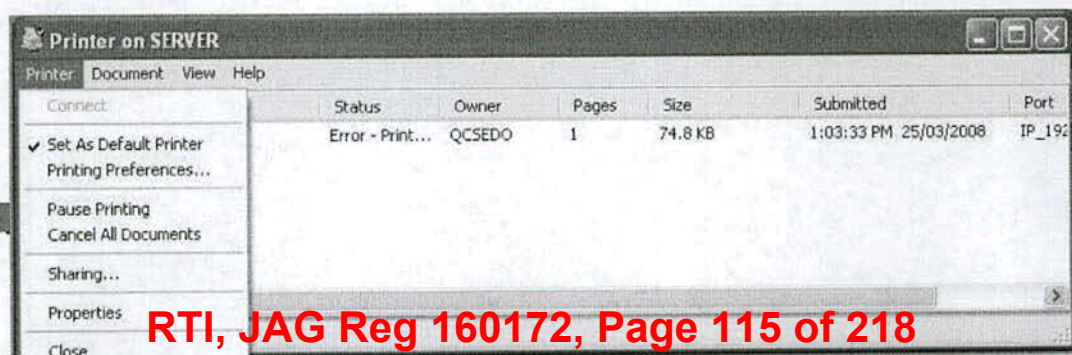
To cancel, pause, resume or restart any print job, first highlight the required print job then click on the Document menu and select the action you wish to perform.



If you cancel a job, a confirmation box will appear. Click OK to proceed with cancelling/deleting the job.



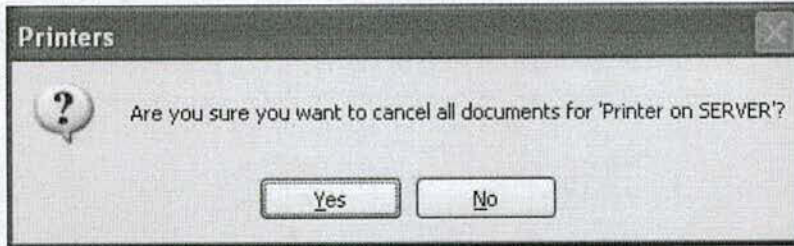
If you want to cancel all print jobs, then click on the Printer menu and select **“Cancel All**





### Documents”

A confirmation box will appear. Click OK to proceed with cancelling/deleting all jobs.



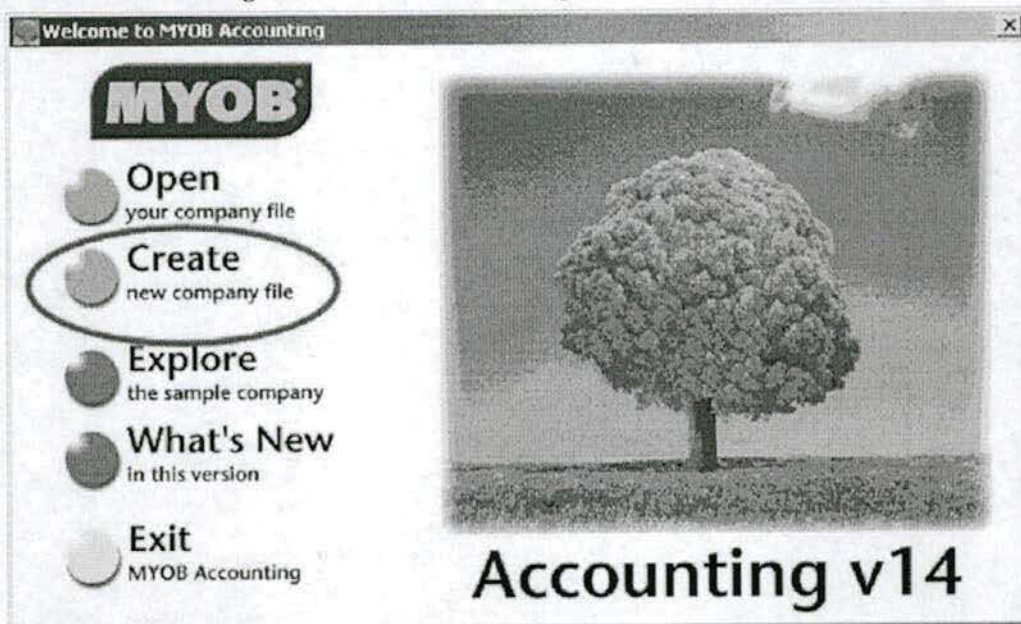


## 5. APPLICATION SETUP

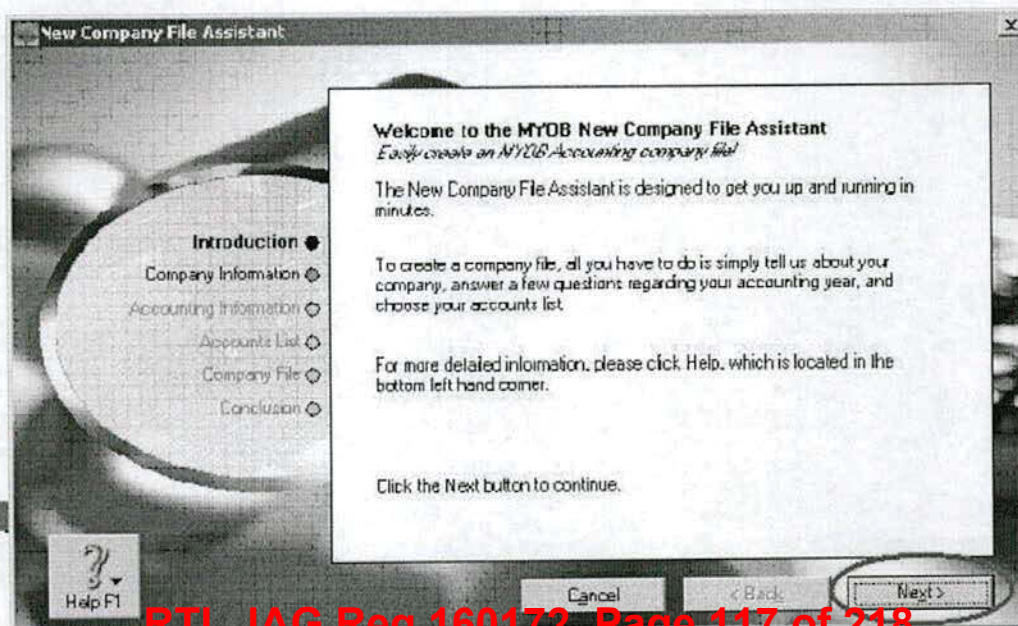
### 5.1 MYOB Database Setup

Creating a New Company DAT file for Prisoner Training  
90 day use only

Launch **MYOB** using the shortcut on the desktop and then select **CREATE**



Click on the Next button.





Type QCS in company name and click on the Next button

**New Company File Assistant**

**Enter your 12 digit MYOB product Serial Number**  
 Serial Number:   
*Your serial number is located on your registration card and on the back of your CD sleeves. Not required for trial versions.*

**Enter Information about your company**

Company Name: \*

A.B.N.:

Address:

Phone Number:

Fax Number:

E-mail Address:

\* Required field

Buttons: Cancel, < Back, Next >

Navigation: Introduction, **Company Information**, Accounting Information, Accounts List, Company File, Conclusion

Help F1

Change **Current Financial Year** to reflect the next end of financial year, leave the other fields as they are and click on the Next button.

**New Company File Assistant**

**Tell us about your accounting year**

A financial year is the 12 month timeframe used to define your accounting year. It does not have to match the calendar year. What is your financial year?  
 Current Financial Year:

When does your current financial year end?  
 Last Month of Financial Year:

MYOB Accounting requires that you choose a conversion month. The conversion month is the month in which you choose to begin entering transactions. What is your conversion month?  
 Conversion Month:

Most companies use 12 accounting periods for reporting purposes. A few use a 13th period to record adjustments. Which do you prefer?  
 Number of Accounting Periods:

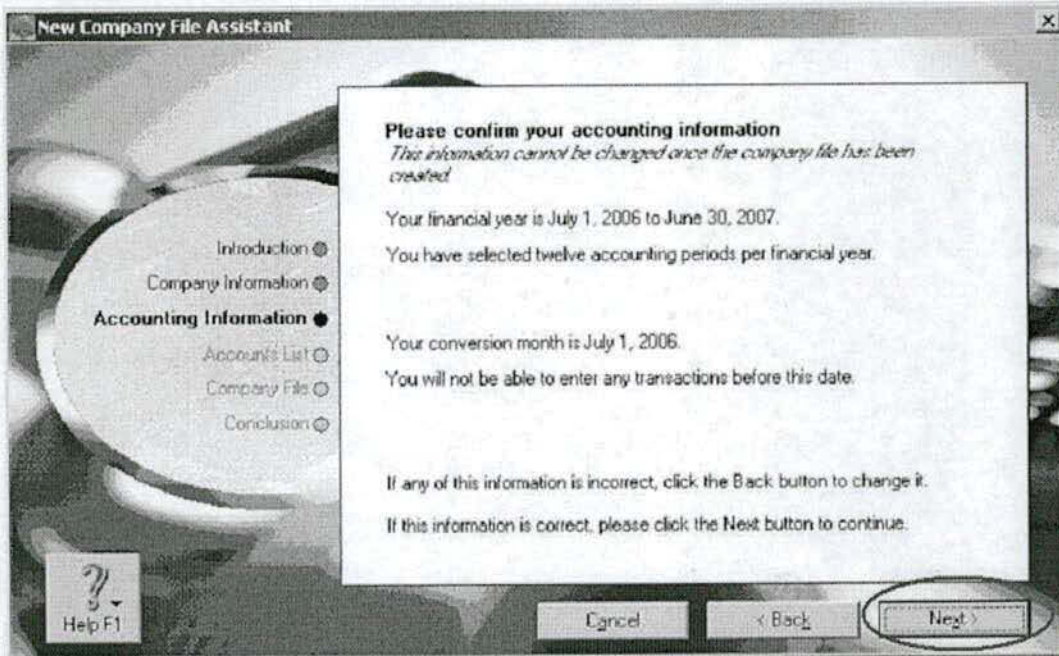
Buttons: Cancel, < Back, Next >

Navigation: Introduction, Company Information, **Accounting Information**, Accounts List, Company File, Conclusion

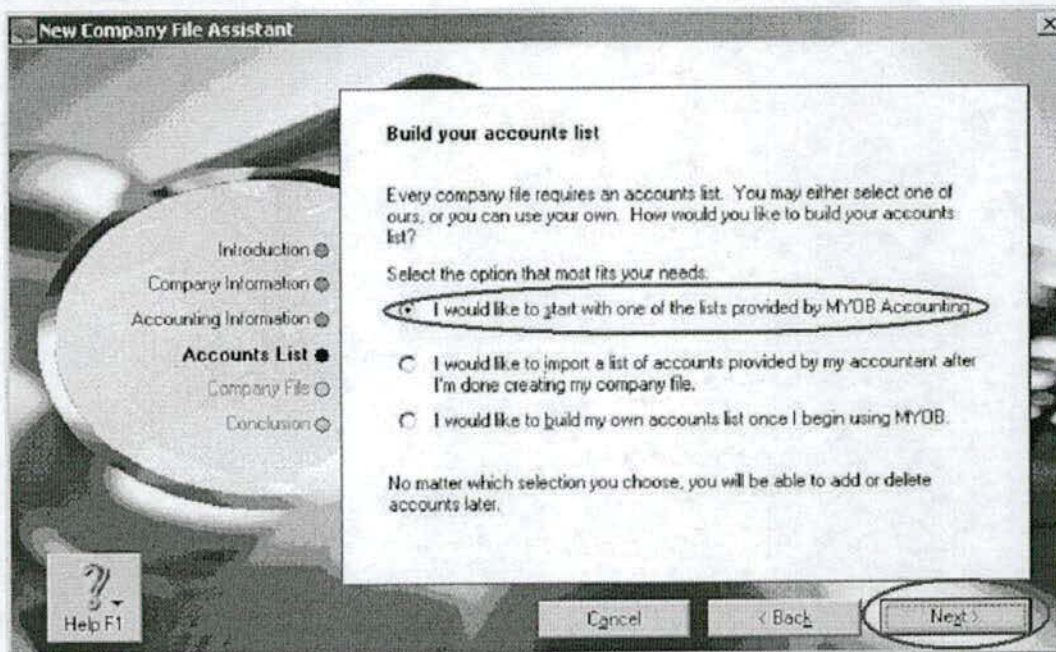
Help F1



Confirm the information if correct and click on the **Next** button



Select the **first option** and click on the **Next** button





Accept following details unless changes are required by Tutor to facilitate course. Click on the **Next** button.

**New Company File Assistant**

**Select your accounts list**

To help you decide which accounts list to choose, first tell us the industry classification of your business.

Industry Classification:

Now, select the type of business that most closely matches yours.

Type of Business:

Accounts List	
1-0000	Assets
1-1000	Current Assets
1-1100	Cash On Hand
1-1110	Cheque Account
1-1120	Payroll Cheque Account
1-1130	Cash Drawer
1-1140	Petty Cash

Click Print to print the Accounts List displayed.

Help F1

Leave as default location and click on **Next** button.

**New Company File Assistant**

**Create your company file**

Your new company file will automatically be named the same as your company name. This file will be saved in the same location as your Accounting program.

C:\Program Files\WY\QB14\QCS.dat

Click Change if you would like to edit the name or location of your new Accounting company file.

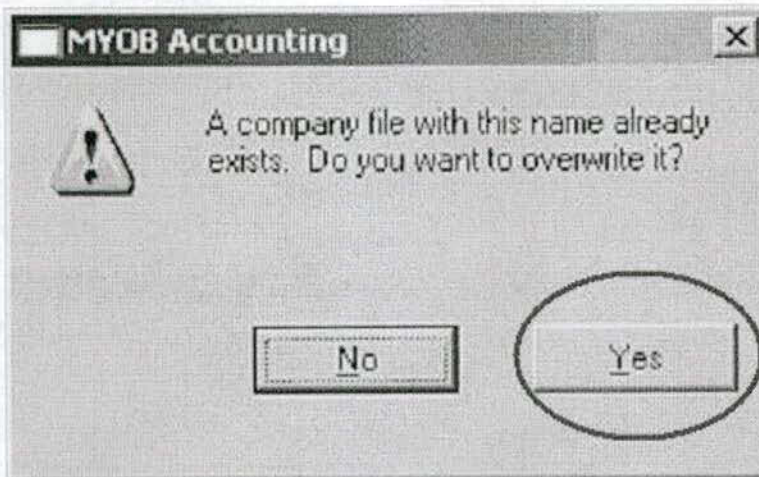
Click the Next button to create your company file.

Help F1

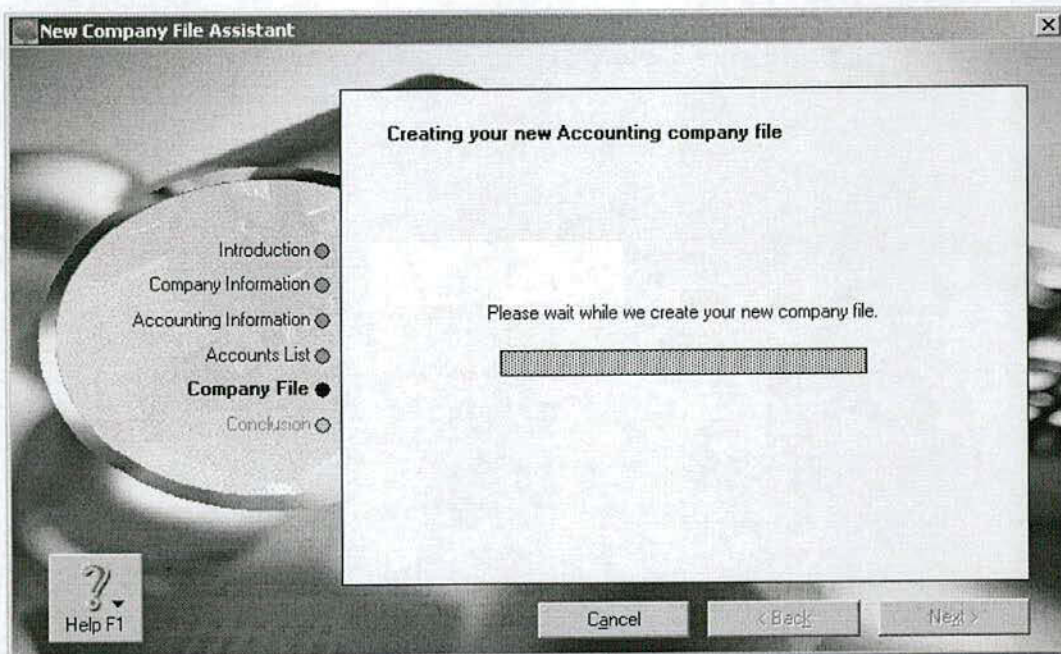




If the file already exists you will get the following confirmation box. Click on the **YES** button as the old file is no longer required.

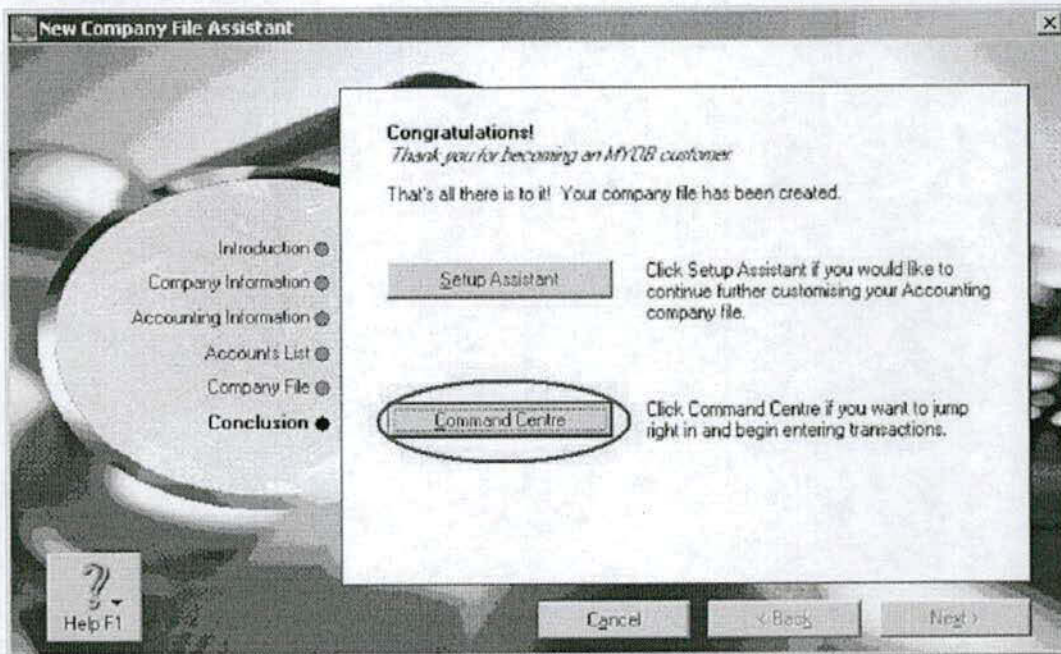


The Company file will now be created

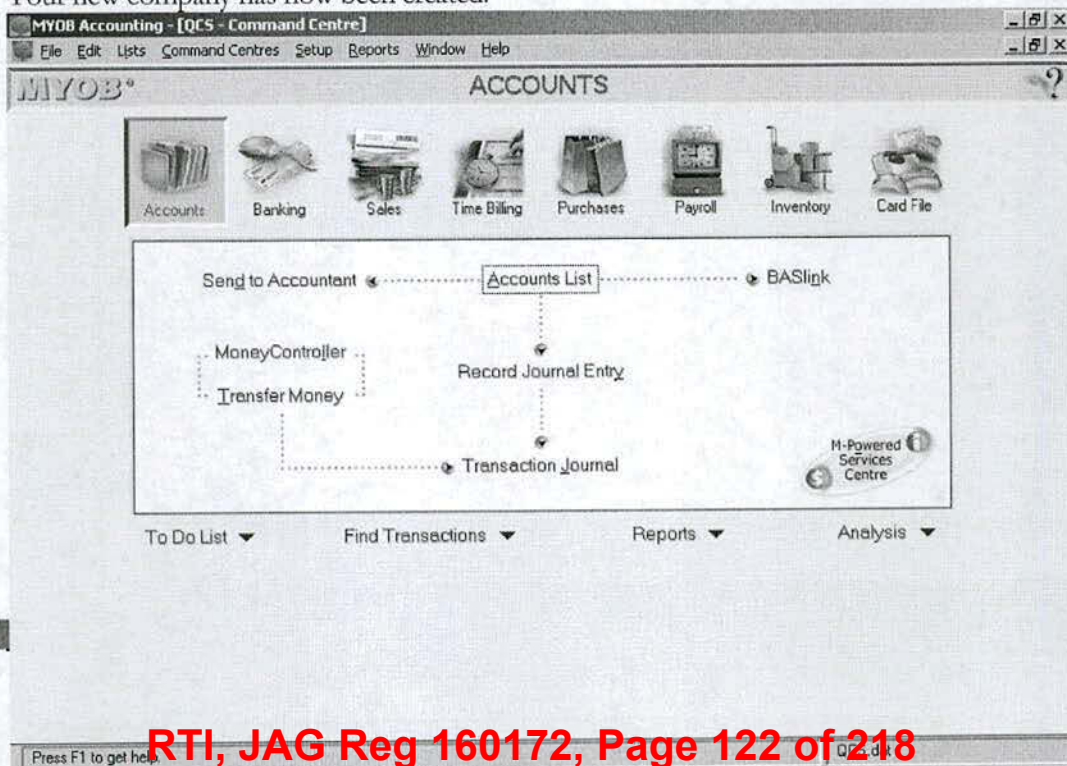




Select **command Centre** and this will launch the company file.



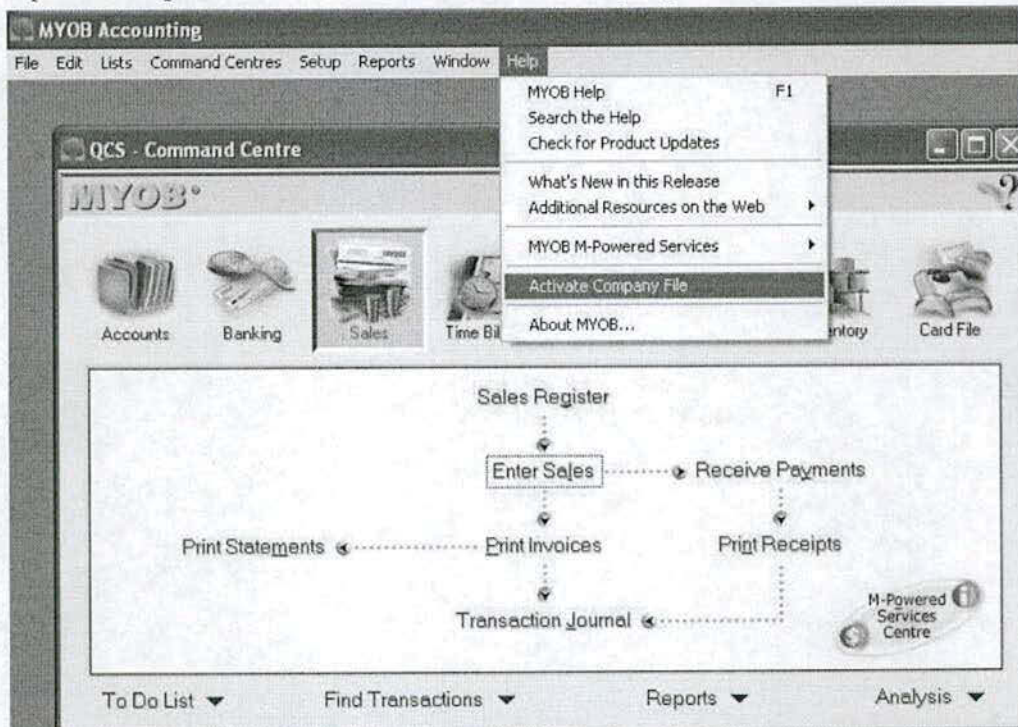
Your new company has now been created.



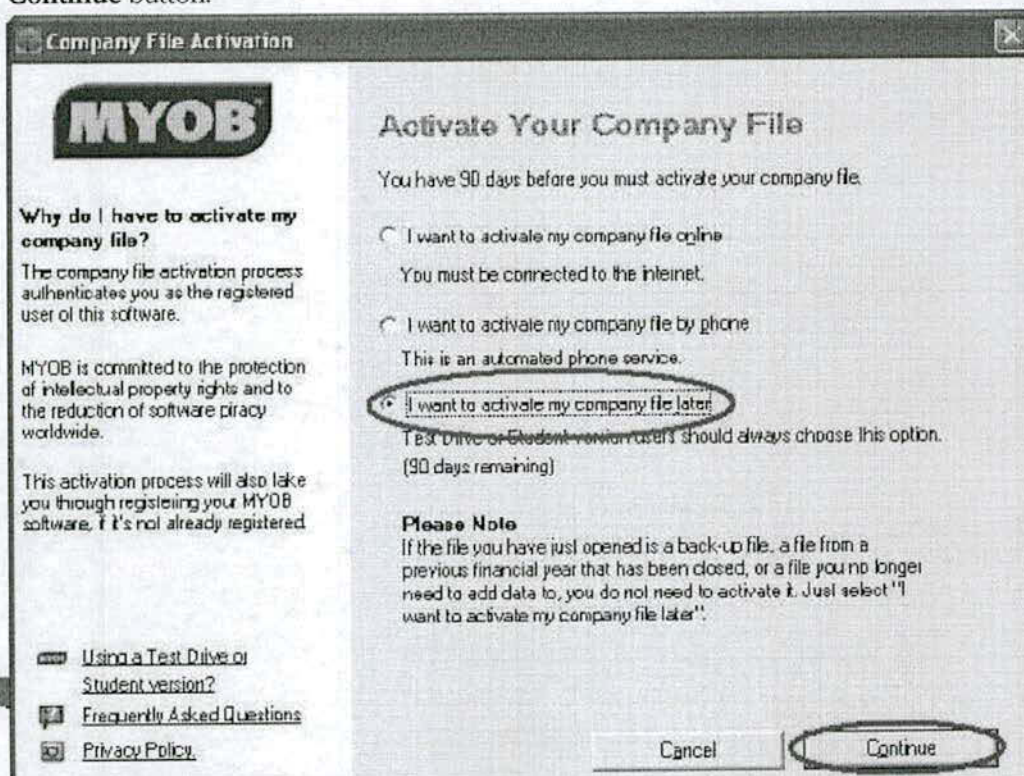


You will now need to activate the Company File to give you 90 days of use. If you do not activate the Company file, it will remain in Read Only mode.

Open the Help Menu and then Select “**Activate Company File**”.



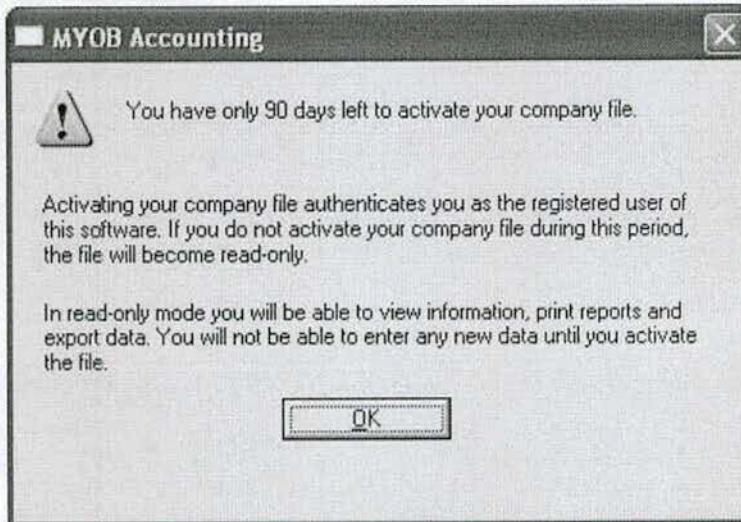
Select the 3<sup>rd</sup> Option “**I want to activate my company file later**”, then Left Click on the **Continue** button.





Your Company Account has now been activated for 90 days.

Click the **OK** button to return to your MYOB Company.





## 5.2 AutoCAD 2004 Authorization

To be able to utilize AutoCAD 2004 it must first have authorization. Authorization unlocks the program and allows it to be used. The following process must be performed on each Student PC that is going to utilize AutoCAD 2004.

Note: The Authorization code is generated and is different on each computer.

The authorization process normally requires internet access, which is not allowed in the prisoner areas. To overcome this issue, we are using a key generation program (Keymaker 2004). In order to comply with licensing requirements, it is up to the Education/Vocational Training Officers to ensure that only the allocated licences are used in their centre (refer 3.3.2 for more information).

Start Keymaker 2004 from the Desktop shortcut.

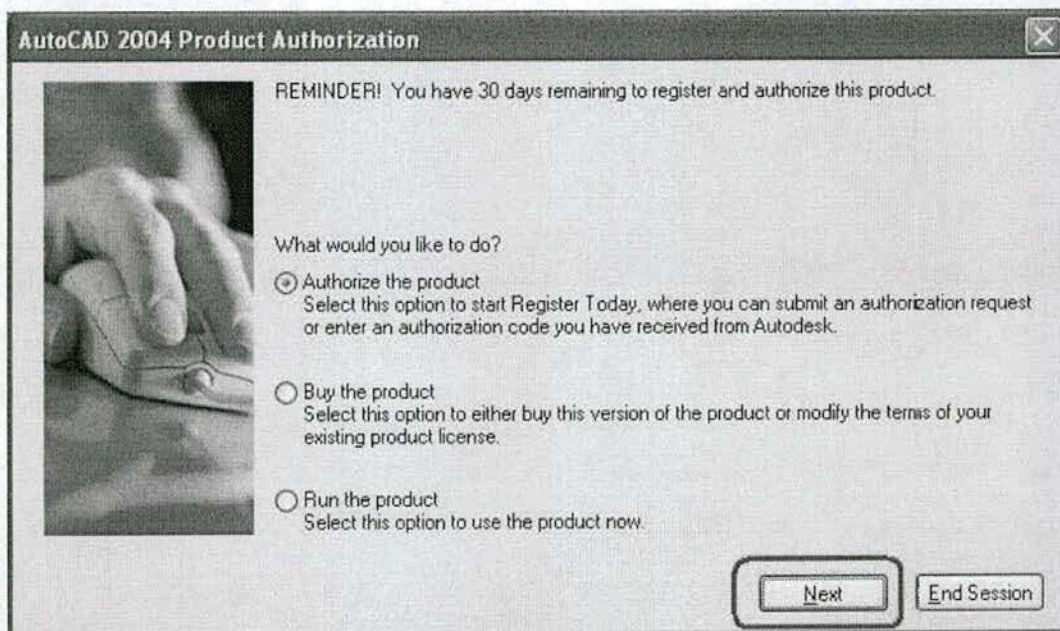


Start AutoCad 2004 from the Desktop shortcut.



You will be presented with the following Product Authorization window.

Click the NEXT button to continue





Select “Enter Authorization code (have an authorization code)” and Click the NEXT button.

The screenshot shows a window titled "Register Today" with the Autodesk logo and the text "Register your Autodesk product". Below this, there is a section for "Software Information" with the following details: Product: AutoCAD 2004, Serial number: 341-99955341, and Request code: 6151 8997 0282 9339 0620. The "Registration and Authorization" section contains two radio button options: "Register and authorize (get an authorization code)" and "Enter authorization code (have an authorization code)". The second option is selected and highlighted with a black box. Below the options is a note: "(Authorization codes can be obtained from your dealer or <https://register.autodesk.com>)". At the bottom, there are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a black box. The version number "Version: 12.0.0.7" is displayed at the bottom of the window.

Register Today

**autodesk**

Register your Autodesk product

**Software Information**

Product: AutoCAD 2004  
Serial number: 341-99955341  
Request code: 6151 8997 0282 9339 0620

**Registration and Authorization**

Please select an option and click Next.

Register and authorize (get an authorization code)

Enter authorization code (have an authorization code)

\*(Authorization codes can be obtained from your dealer or <https://register.autodesk.com>)

Back Next Cancel

Version: 12.0.0.7



Highlight the Request Code (Left Click at the beginning of the code, in this case just in front of the 6 and while holding down the left mouse button drag the cursor to the right until all of the code is highlighted as below, then release the mouse button).

Press the CTRL and C keys together. This will capture the highlighted code.

Select “Autodesk AutoCAD2004” from the task bar on the bottom of the Desktop.

Click in the Request Code area and press the CTRL and V keys. This will paste the Request Code you captured in step 5.

When you do this the Authorization Code will appear. Highlight the Authorization Code and capture it (CTRL and C keys).

not the official version



Select AutoCAD 2004 from the task bar on the bottom of the Desktop or Click on the “Register your Autodesk product” window.

Go back to AutoCAD 2004 and Click in the Authorization Code box.

Press the CTRL and V keys to paste the Authorization Code.

The screenshot shows a window titled "Register Today" with the Autodesk logo and the text "Register your Autodesk product". Under "Software Information", it lists: Product: AutoCAD 2004, Serial number: 341-99955341, and Request code: 6151 8997 0282 9339 0620. The "Authorization" section asks to select a country or region (Australia is selected) and enter an authorization code (3812 2041 8020 9374 3952). At the bottom, there are "Back", "Next", and "Cancel" buttons, with the "Next" button circled. The version number "Version: 12.0.0.7" is displayed at the bottom.

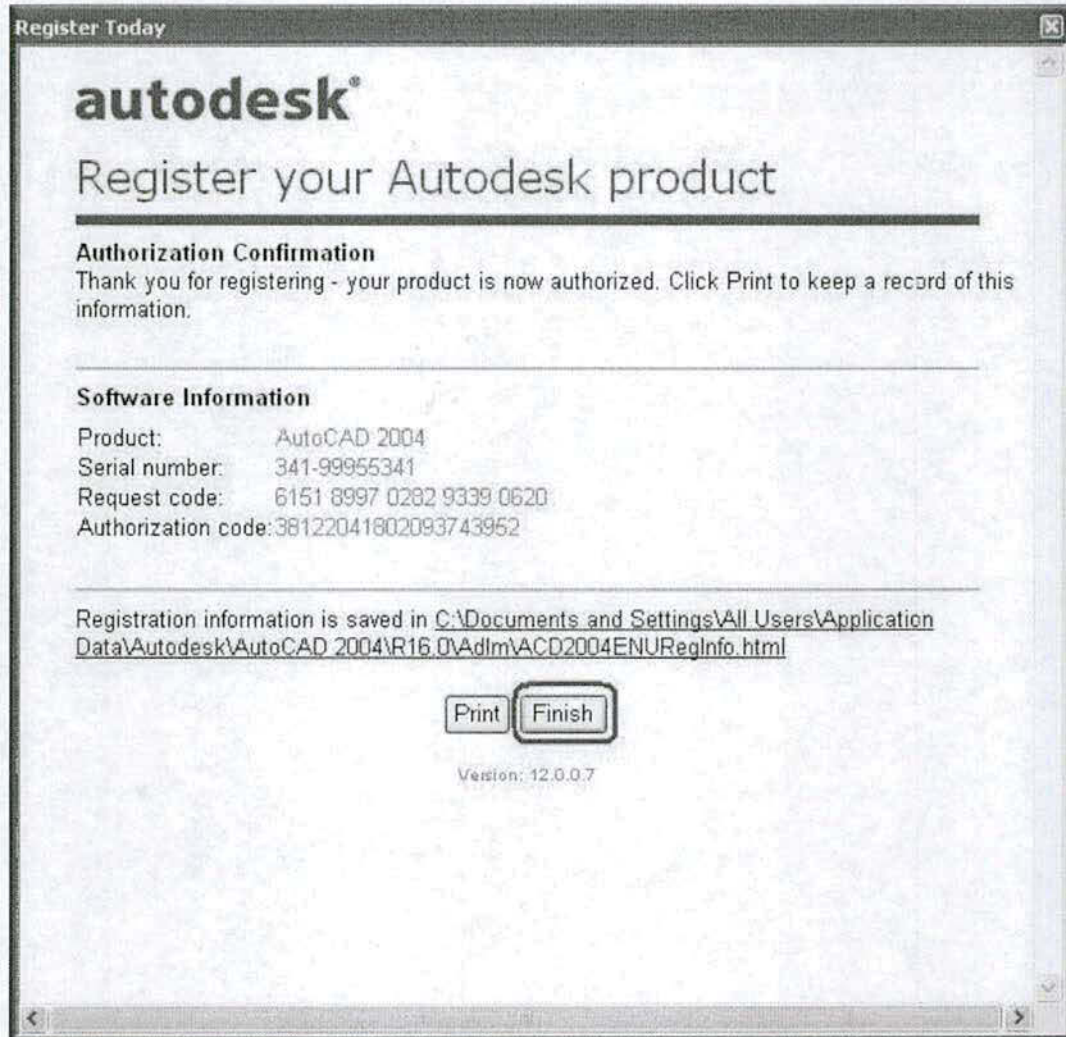
Press the NEXT button to continue.

Authorization is complete.





Click on the FINISH button.





### 5.3 AutoCAD 2005 Authorization

To be able to utilize AutoCAD 2005 it must first have authorization. Authorization unlocks the program and allows it to be used. The following process must be performed on each Student PC that is going to utilize AutoCAD 2005.

Note: The Authorization code is generated and is different on each computer.

The authorization process normally requires internet access, which is not allowed in the prisoner areas. To overcome this issue, we are using a key generation program (Keymaker 2005). In order to comply with licensing requirements, it is up to the Education/Vocational Training Officers to ensure that only the allocated licences are used in their centre (refer 3.3.2 for more information).

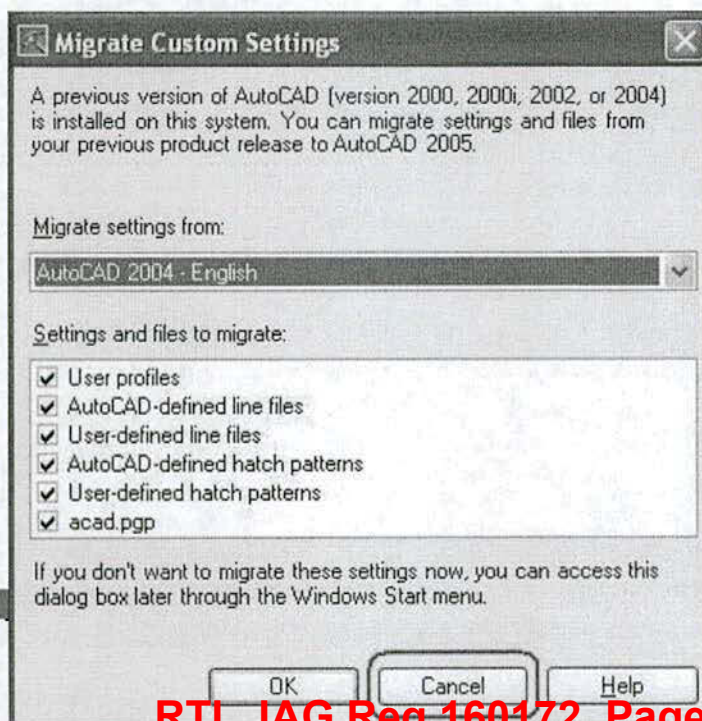
Start Keymaker 2005 from the Desktop shortcut.



Start AutoCAD 2005 from the Desktop shortcut.

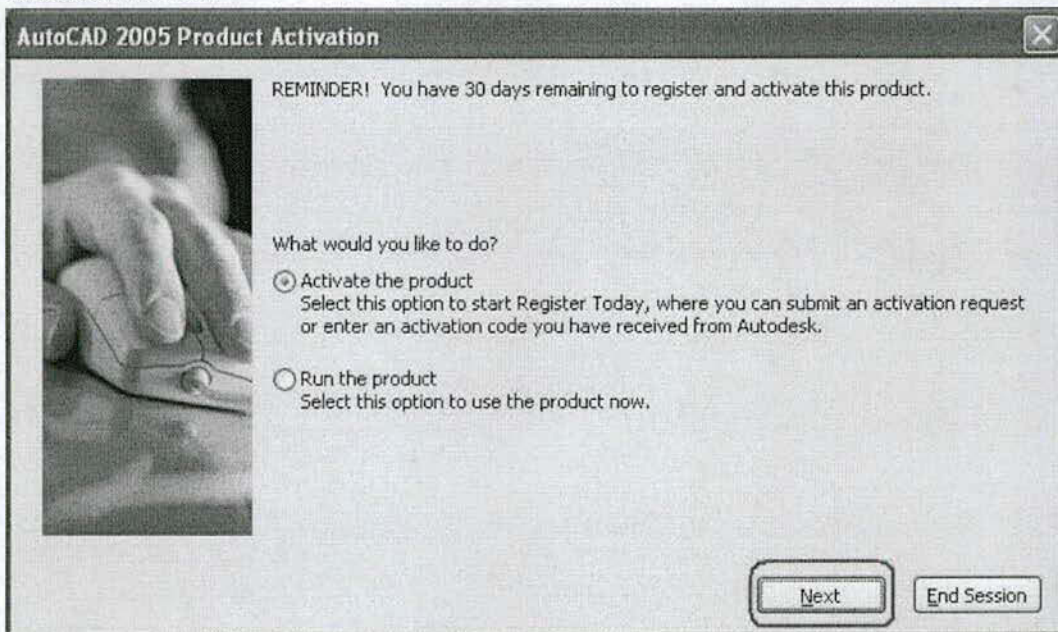


When you start AutoCAD2005 for the first time, you will get a chance to migrate settings from any older AutoCAD programs. You DO NOT want to do this. Click on the CANCEL button.



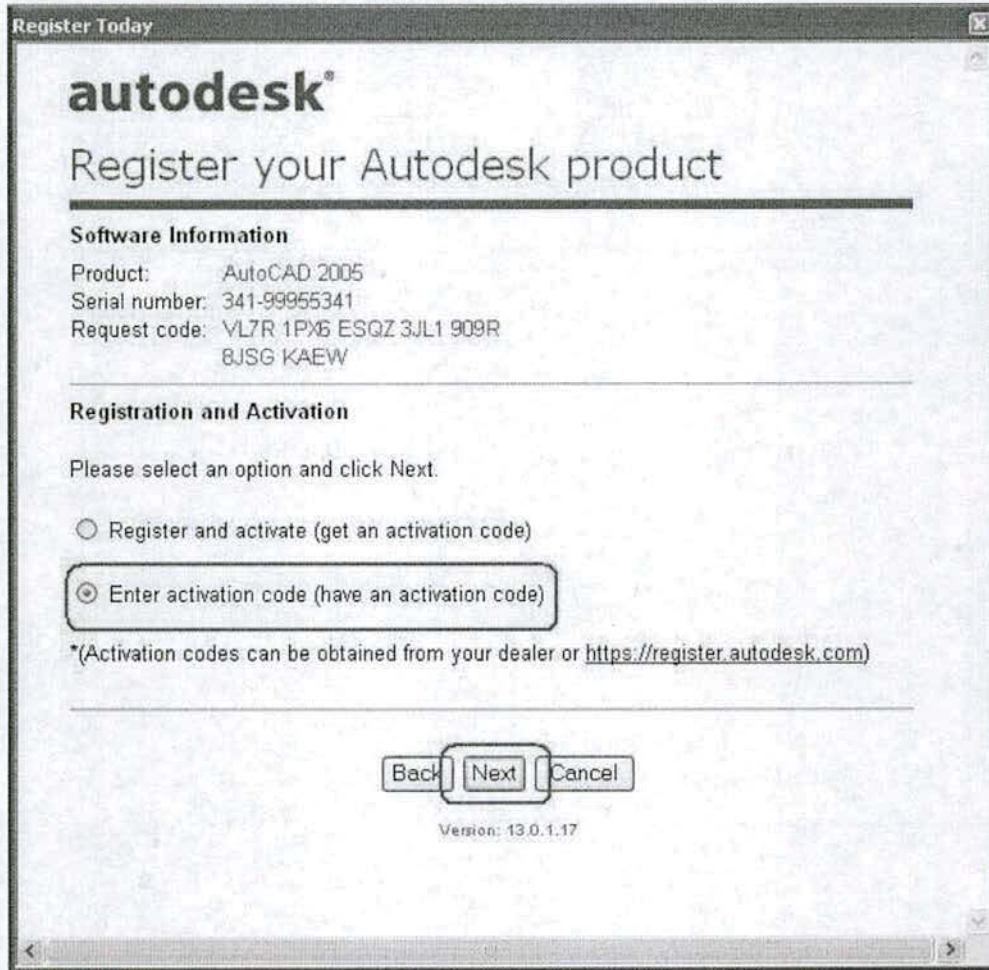


You will be presented with the following Product Authorization window. Click the NEXT button to continue





Select “Enter Authorization code (have an authorization code)” and Click the NEXT button.



The

“Register Your AutoDesk product” window now appears.





Register Today

# autodesk®

## Register your Autodesk product

---

**Software Information**

Product: AutoCAD 2005  
 Serial number: 341-99955341  
 Request code: VL7R 1PX6 ESQZ 3JL1 909R  
 8JSG KAEW

---

**Activation**  
 Please select country or region, enter activation code and click Next.

Select country or region\*:  
 Australia

Activation code\*:

---

Back Next Cancel

Version: 13.0.1.17

Select "Autodesk AutoCAD2005" from the task bar.



Enter the Request code shown in the background on the "Register your AutoDesk product" window into the Request code area of the "AutoDesk AutoCAD 2005 keygen by AGAIN" window. The request code is comprised of 7 groups of 4 characters and spans 2 lines.



Register Today

# autodesk®

## Register your Autodesk product

---

**Software Information**

Product: AutoCAD 2005  
 Serial number: 341-99955341  
 Request code: VL7R 1PX6 ESQZ 3JL1 909R  
 8JSG KAEW

---

**Activation**

Please select a country:

Select country:

Activation code:

Activation type:

AGAIN 15.03.2004

Version: 13.0.1.17

Once the Request Code is entered the Activation Code will be generated.

Highlight the Activation Code (Left Click at the beginning of the code, in this case just in front of the 1 and while holding down the left mouse button drag the cursor to the right until all of the code is highlighted as below, then release the mouse button).

Press the CTRL and C keys together. This will capture the highlighted code.

Select AutoCAD 2005 from the task bar on the bottom of the Desktop or Click on the “Register your AutoDesk product” window.



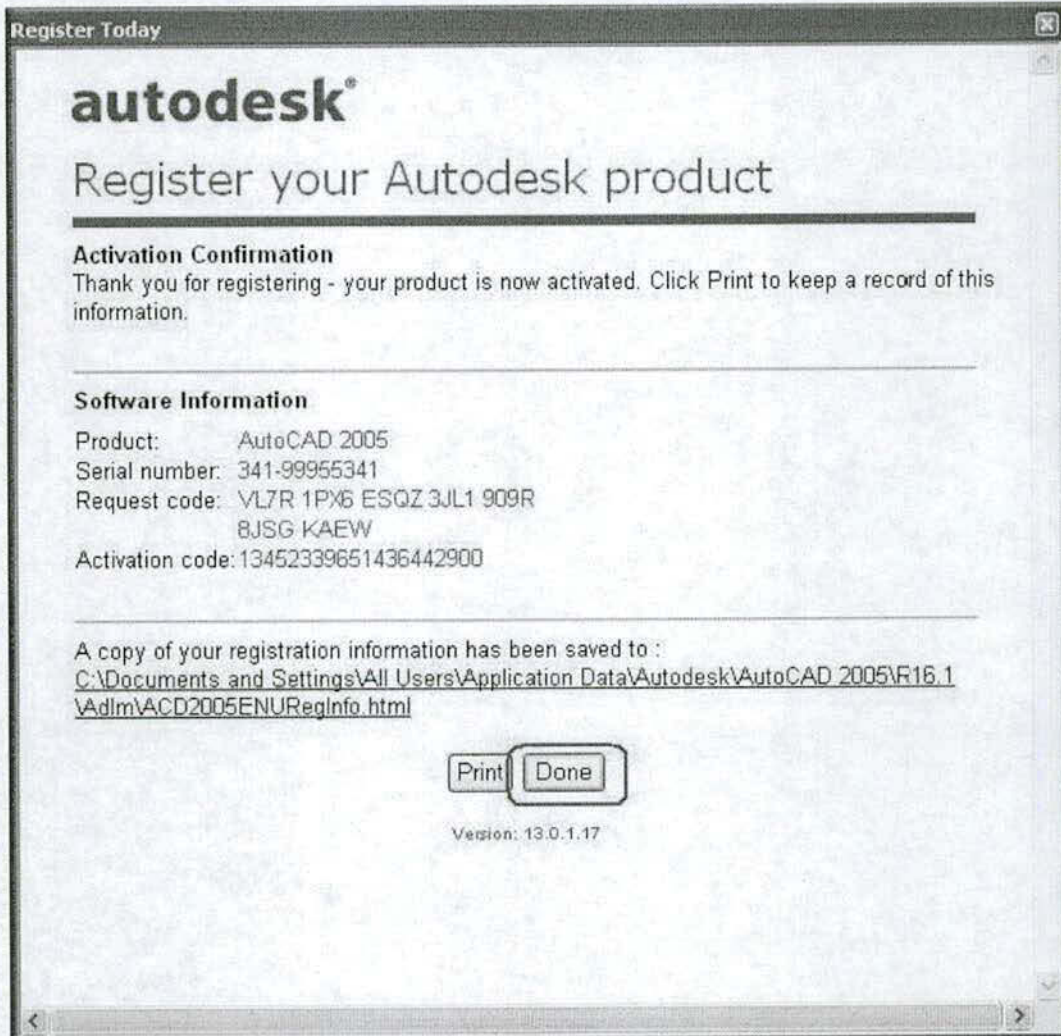


Click in the Authorization Code box. Press the CTRL and V keys to paste the Authorization Code. Press the NEXT button to continue.

The screenshot shows a window titled "Register Today" with the Autodesk logo and the text "Register your Autodesk product". Under "Software Information", it lists: Product: AutoCAD 2005, Serial number: 341-99955341, and Request code: VL7R 1PX6 ESQZ 3JL1 909R 8JSG KAEW. The "Activation" section asks to select a country or region (a dropdown menu shows "Australia") and enter an activation code (a text box contains "1345 2339 6514 3644 2900"). At the bottom are "Back", "Next", and "Cancel" buttons, with "Next" highlighted. The version number "Version: 13.0.1.17" is also visible.



Authorization is now complete. Click on the FINISH button.







## RESOURCE PC

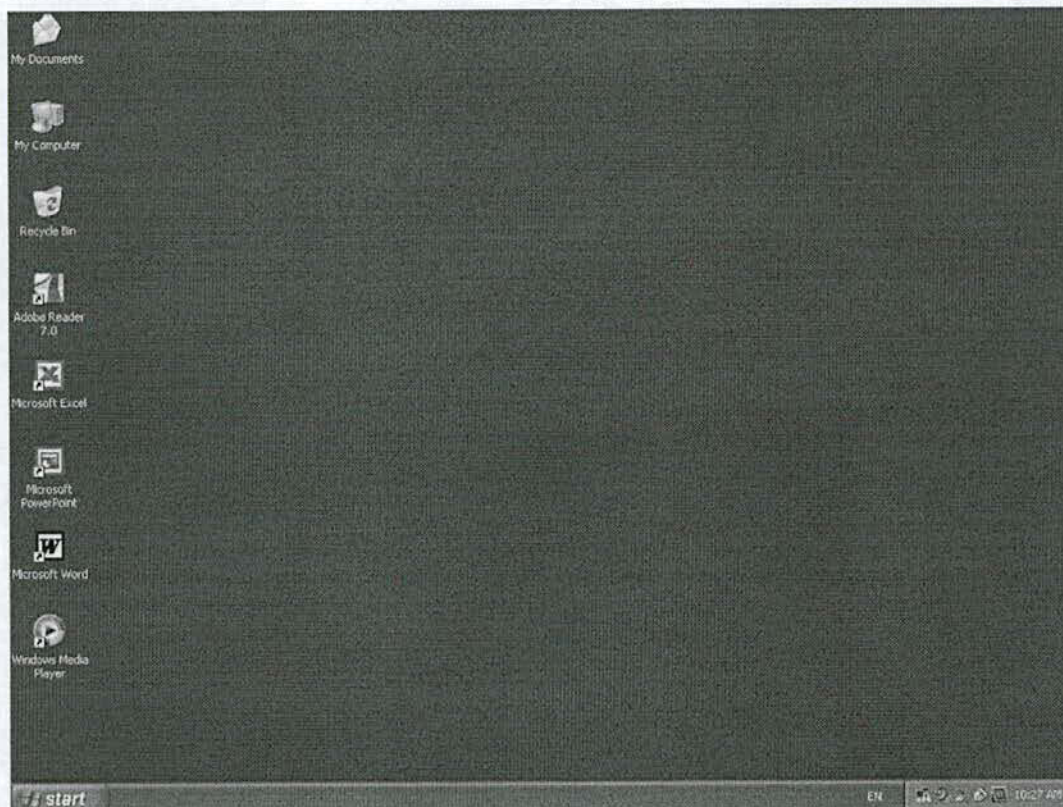
The resource PC has a basic Windows XP Professional setup and includes the following applications:

- Microsoft Word 2002
- Microsoft Excel 2002
- Microsoft PowerPoint 2002
- Adobe Acrobat Reader 7

### *6.1 Start-up*

The Resource PC has been setup to automatically log on with a default user id (QCSUSER).



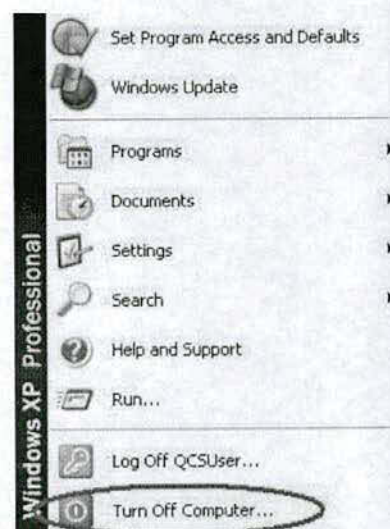


## 6.2 Shutdown

The shutdown process is the same as the one used to shutdown the QCS computers.

Click on the START button to reveal the popup menu.

Click on the **Turn Off Computer** menu item.





A “Turn off computer” window appears on the screen with 3 options (Stand By, Turn Off, and Restart). Click on **Turn Off** button to shutdown/turn off the Computer.



### 6.3 Resource PC Build Process

The Resource PC must be taken to an education computer room and connected to the prisoner network to be re built.

Turn the computer on and when the DELL screen appears press the **F12** key on the keyboard. You should hear a noise like a high pitched beep which indicates that the computer has recognized that the **F12** key has been pressed.

Note: You may have to





press it a few of times.

The Boot Device Menu will now appear. If it does not, then the F12 key was not pressed at the right time. You will need to power of the computer and start again.

Use the Down arrow key to highlight “**Onboard Network Controller**”  
(If it not listed on the menu see Appendix A - Enable DELL PXE Boot)

Press the Enter key to  
start the Boot process

Once the Onboard  
Network Controller  
option has been

### Boot Device Menu

- \* SATA0-Hitachi HDS721680PLA380
- \* Onboard or USB CD-ROM Drive
- \* **Onboard Network Controller**
- \* USB Device
  
- \* System Setup
- \* Diagnostics

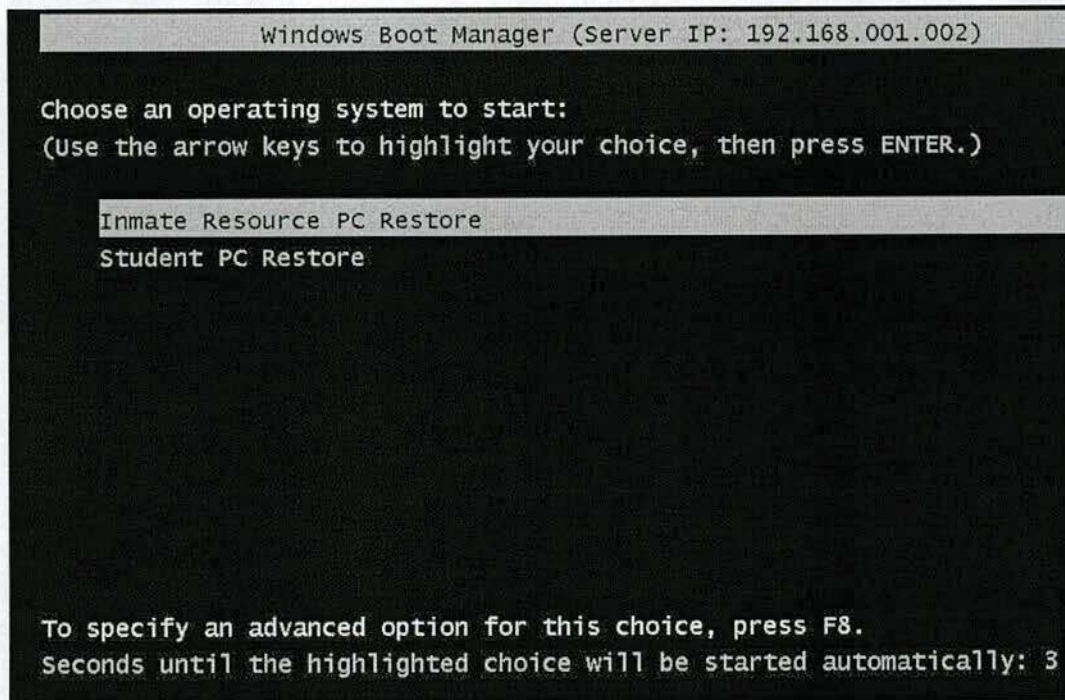
```
Network boot from AMD AM79C970A
Copyright (C) 2003-2005 VMware, Inc.
Copyright (C) 1997-2000 Intel Corporation
```

```
CLIENT MAC ADDR: 00 0C 29 9F D7 CA GUID: 564DB3C7-9B43-F54C-3B66-57A5649FD7CA
DHCP...↓
```



selected, the ServerPC will now boot and get a network address (IP address) from the Virtual Server on the ServerPC

The Windows Boot Menu will now appear. Make sure “**Prisoner Resource PC Restore**” is highlighted and press the **Enter** key to proceed.

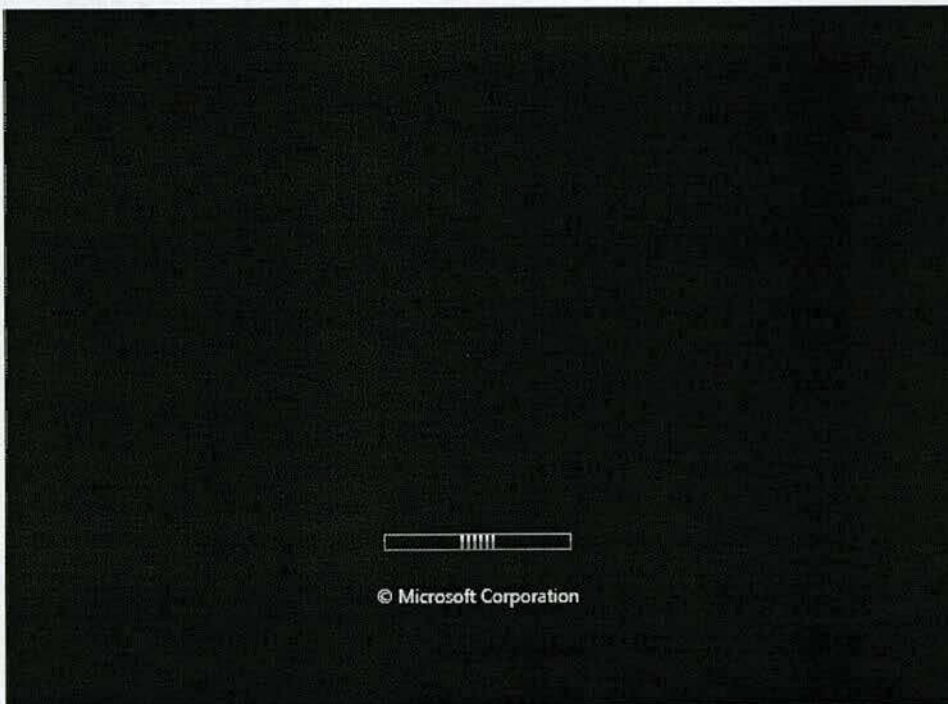


The Student PC will continue to boot and will download files necessary for the build process. This may take up to 5 minutes to complete.





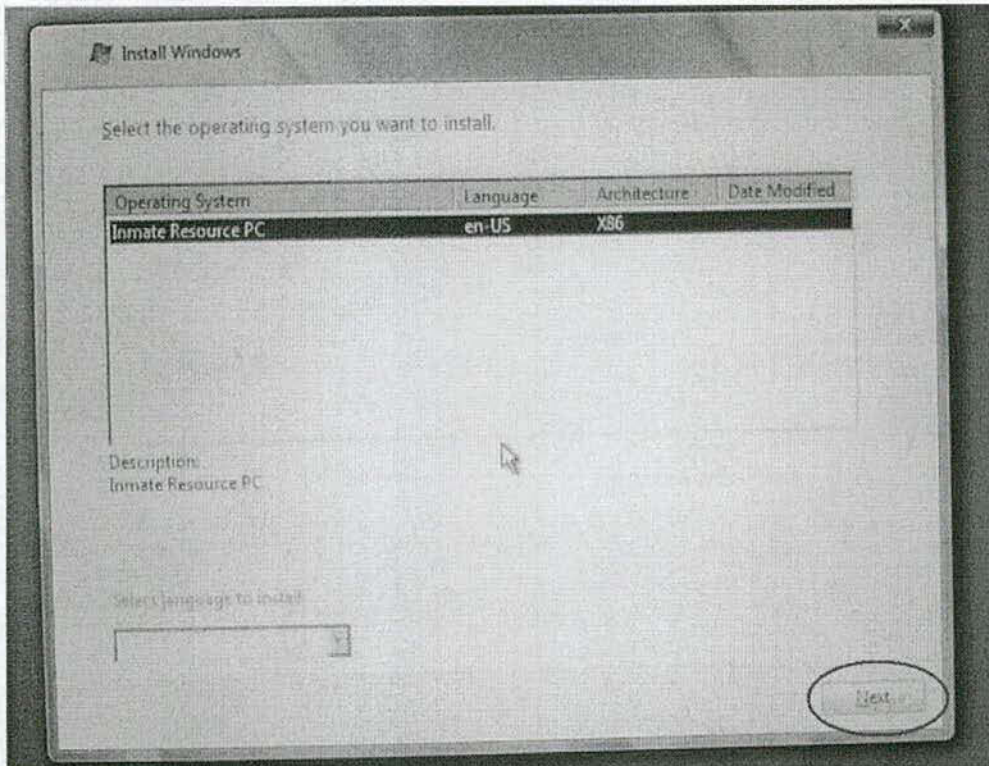
Windows Deployment will now start loading.



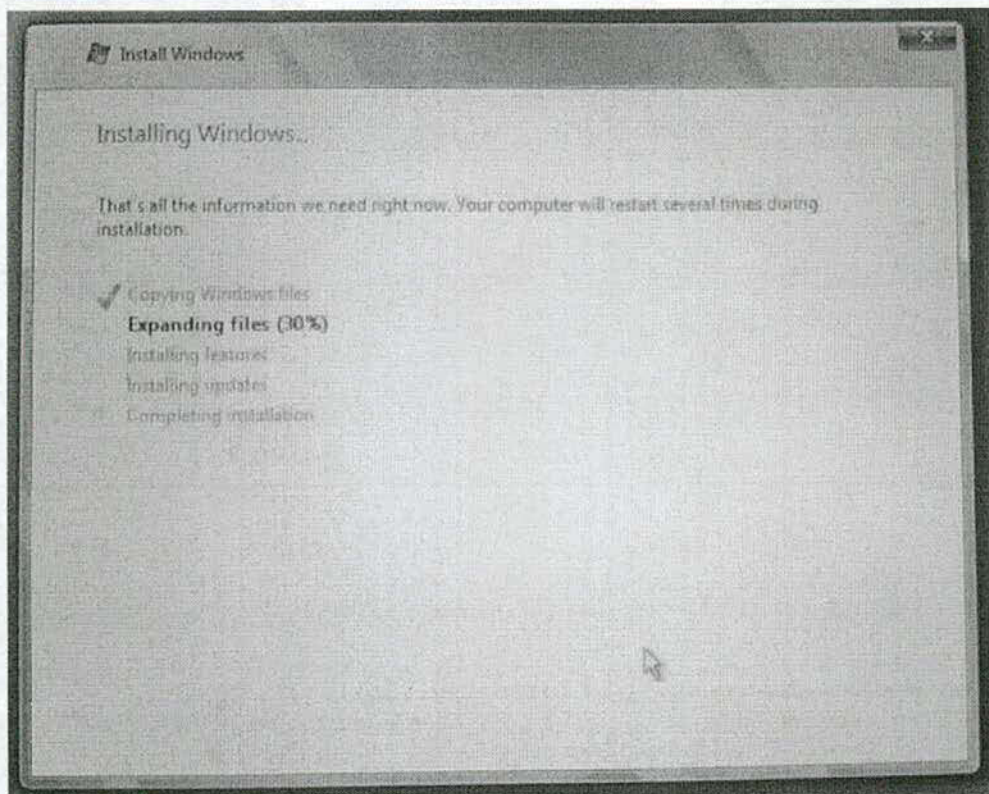
The Install Windows screen now appears and allows you to select an operating system to install. In this case there should only be one, the Prisoner Resource PC.



Click on the **Next** button to start the install.



Windows will now be installed onto the Resource PC.



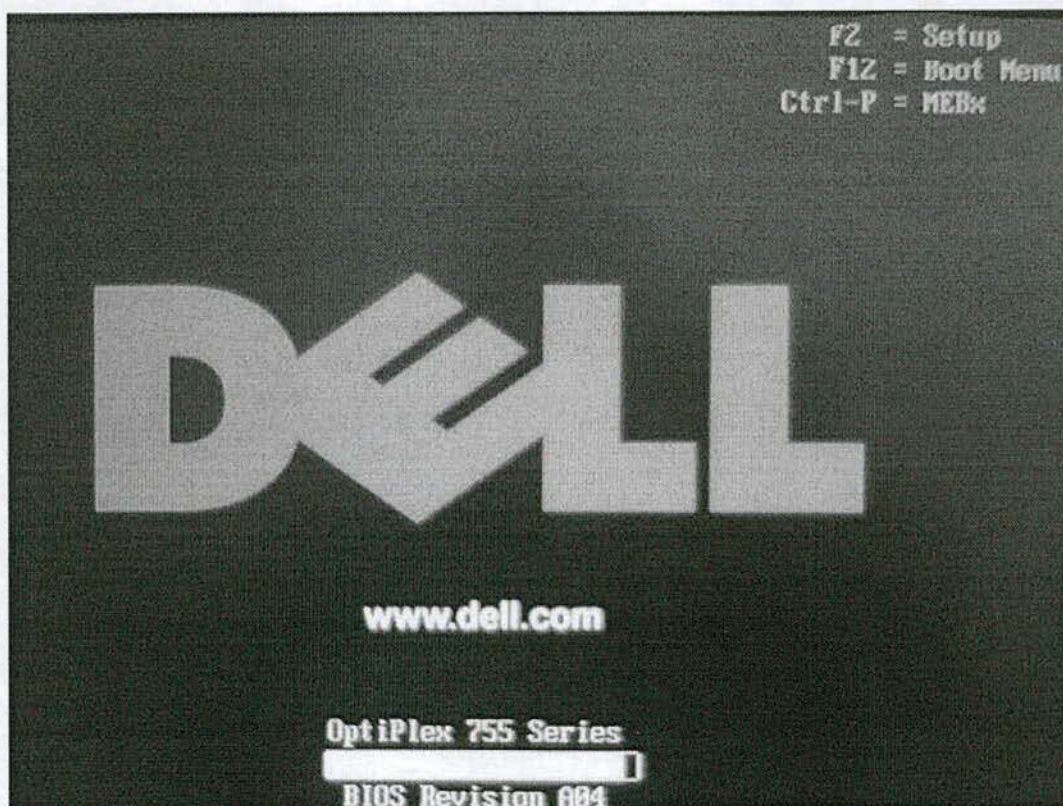


Note: This process can take between 10mins to 20mins.

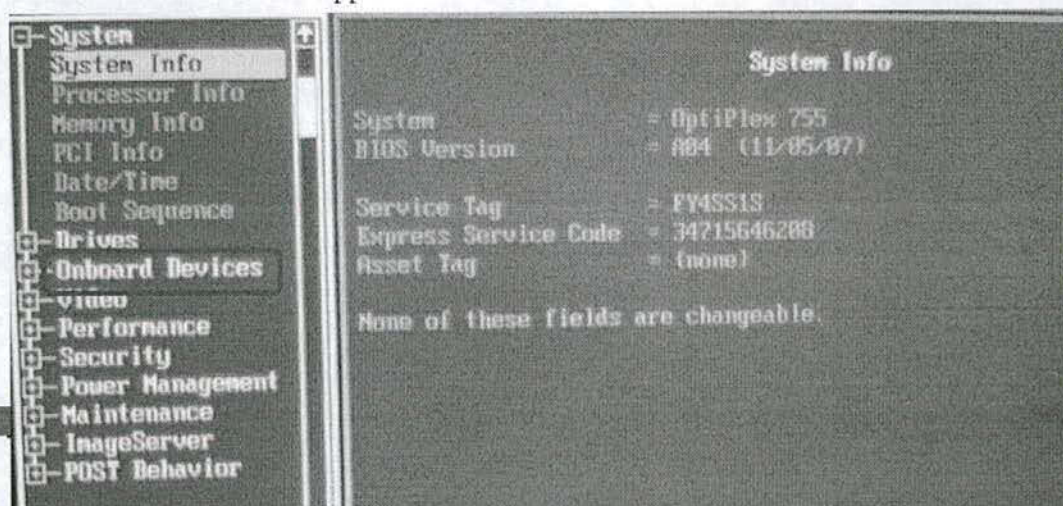
## APPENDIX A

### *Enable DELL PXE on Boot*

You can either reboot the PC and Press F2 for Setup or if you are at the Boot device menu, then arrow down to System Setup and press enter.



The BIOS screen will now appear







Use the **Down arrow** key to move down the menu until “**Onboard Devices**” is highlighted.

Press the **Enter** key to expand out the “**Onboard Devices**” menu.

Arrow down to “**Integrated NIC**” and press the **Enter** key.



This will activate the Integrated NIC window to the right of the menu.

You should see “**On**” highlighted in **GREEN**.



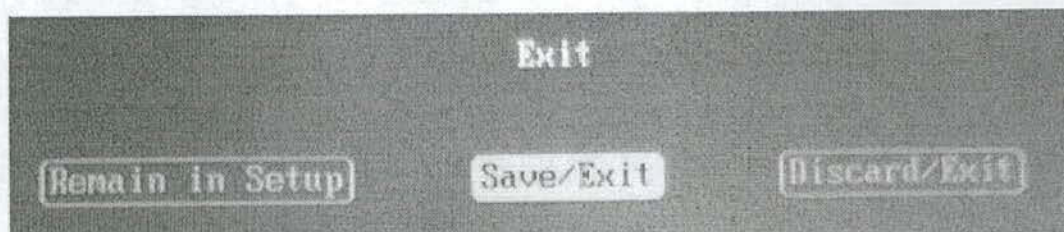
Use the **Right arrow** key to highlight “**On w/PXE**”



Press the **Enter** key. (This will take you out of the Integrated NIC window and back to the menu on the left)

Press the **ESC** key. (This will take you to the Exit Setup Window)

Use the **Right arrow** key to highlight “**Save/Exit**”



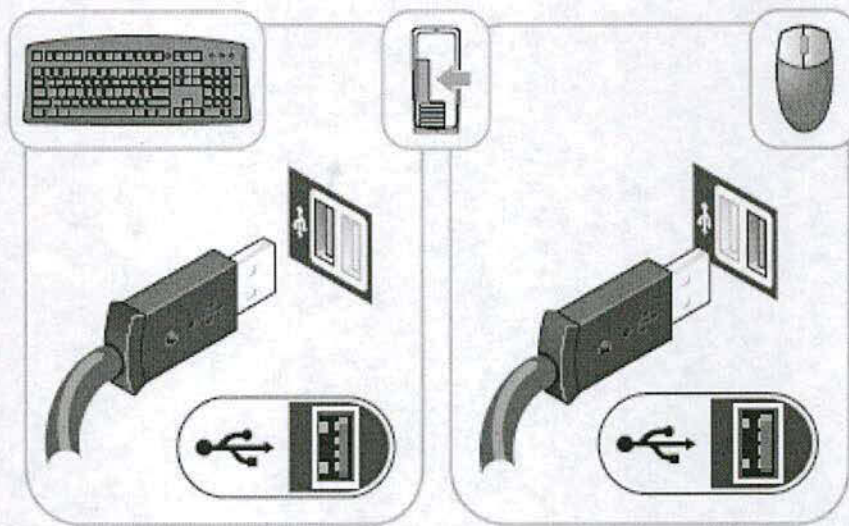


Press the **Enter** key. (This will save your changes and reboot the computer)

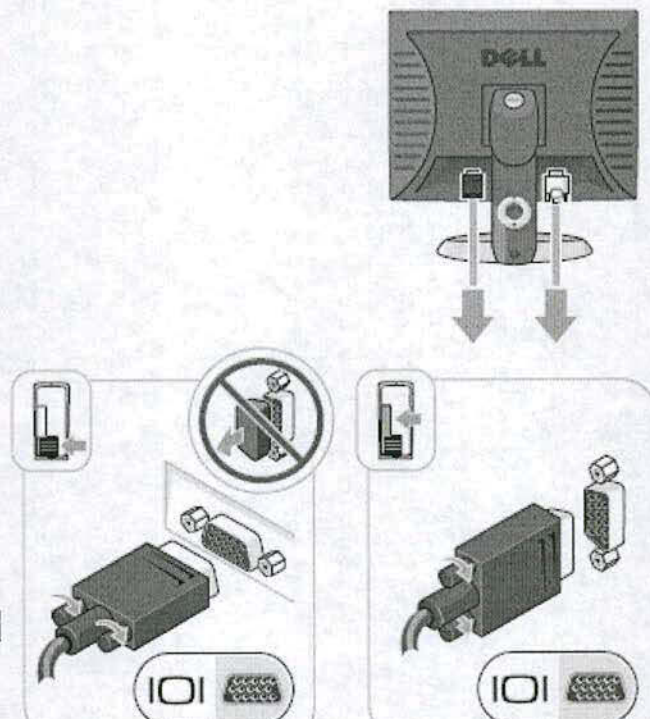
## APPENDIX B

### *How to setup the Dell OptiPlex 755*

1. Connect the keyboard and mouse.

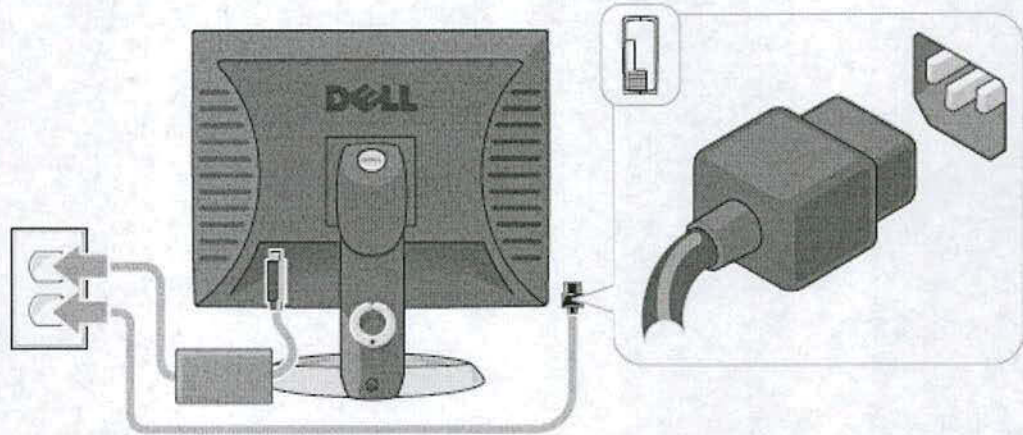


2. Connect the network cable
3. Connect the monitor. Align and gently insert the monitor cable to avoid bending connector pins. Tighten the thumb screws on the cable connectors.





4. Connect the power cables to the computer and monitor, then connect the other ends of the power cables to electrical outlets.

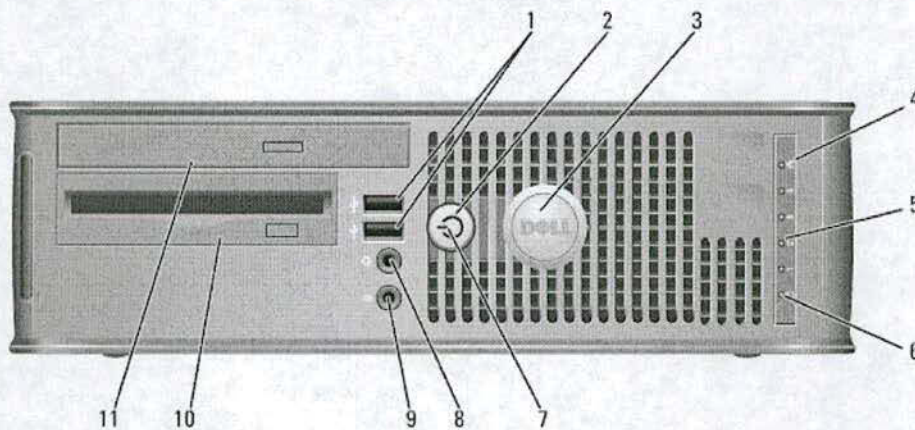


5. Turn on the power at the electrical outlets.





Front View



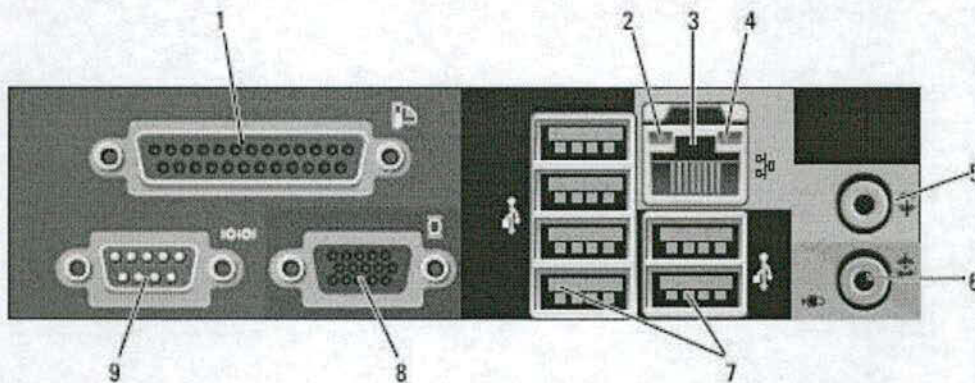
1. USB 2.0 connectors (2) - Use the front USB connectors for devices that you connect occasionally, such as USB storage devices.
2. Power Button - Press to turn on the computer.
3. Dell Badge - Can be rotated to match the orientation of your computer.
4. Hard drive light - This light flickers when the hard drive is being accessed.
5. Diagnostic lights - Use the lights to help troubleshoot a computer problem based on the diagnostic code.
6. LAN indicator light - Indicates that a LAN (Local Area Network) connection is established
7. Power light - The power light illuminates and blinks or remains solid to indicate different operating states:
  - No Light – The computer is turned off.
  - Steady green – The computer is in normal operating state.
  - Blinking green – The computer is in a power saving mode.
  - Blinking or solid amber – Indicates a power problem.

To exit from a power saving mode, press the power button.
8. Headphone connector - Use the headphone connector to attaché headphones and most kinds of speakers.



- 9. Microphone connector
- 10. 3.5-inch drive bay - Not Used
- 11. 5.25-inch drive bay - Contains a slimline DVD drive.

**Back Panel Connectors**



- 1. Parallel Printer connector NOT USED
- 2. Link Integrity Light  
Green – Good connection 10 Mbps network  
Orange – Good connection 100Mbps network  
Yellow – Good connection 1 Gbps network  
Off - No network detected
- 3. Network Connector  
To attach the computer to a network, connect one end of a network cable to this connector, and the other end to a network jack/outlet on the wall.
- 4. Network Activity Light  
Flashes yellow when the computer is transmitting or receiving network data. A high volume of network traffic may make this light appear to be in a steady “on” state.
- 7. USB 2.0 Connectors  
Plug the mouse and keyboard into any of these connectors.
- 8. Video Connector  
Plug the cable from the monitor into the blue connector





## APPENDIX C

### *Solving Problems*

This section helps you identify the cause of problems so that you can report them to ICS Service Centre on 32277660 or ICSServiceCentre-QCS@dcs.qld.gov.au

#### System Lights

Power Light	Problem Description	Suggested Resolution
Solid Green	Power is on, and computer is operating normally.	No corrective action is required.
Blinking Green	The computer is in a power saving mode	Press the power button, move the mouse, or press a key on the keyboard to wake the computer
Blinks Green several times and then turns off	A configuration error exists	Check the diagnostic lights and refer to Diagnostic Lights section.
Solid Yellow	The Dell diagnostics are running a test, or a device on the system board may be faulty.	If the Dell diagnostics are running, allow the test to complete. If the computer does not boot contact ICS Service Centre on 32277660
Blinking Yellow	A power supply or system board failure has occurred	Contact ICS Service Centre on 32277660
Solid Green and a beep code during POST	A problem was detected while the BIOS was executing	See Beep Codes, check diagnostic lights and contact ICS Service Centre on 32277660
Solid Green power light and no beep code and no video during POST	The monitor or graphics card may be faulty or incorrectly installed	Check the diagnostics lights and contact ICS Service Centre on 32277660
Solid Green power light and no beep code but the computer locks up during	An integrated system board device may be faulty	Check the diagnostics lights and contact ICS Service Centre on 32277660



POST		
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### *Diagnostic Lights*

To help you troubleshoot a problem, your computer has four lights labelled 1,2,3 and 4 on the front panel. When the computer starts normally, the lights flash before turning off. If the computer malfunctions, the sequence of the lights help to identify the problem.

NOTE: After the computer completes POST, all four lights turn off before booting to the operating system.

Power Light	Problem Description	Suggested Resolution
①②③④	The computer is in a normal OFF condition or a possible pre-BIOS failure has occurred.  The diagnostic lights are not lit after the system successfully boots to the operating system	Plug the computer into a working electrical outlet. If problem persists contact ICS Service Centre on 32277660
①②③④	A possible processor failure has occurred	Contact ICS Service Centre on 32277660
①②③④	Memory modules are detected but a memory failure has occurred	Contact ICS Service Centre on 32277660
①②③④	A possible graphics card failure has occurred	Contact ICS Service Centre on 32277660
①②③④	A possible hard drive failure has occurred	Contact ICS Service Centre on 32277660
①②③④	A possible USB failure has occurred	Reinstall all USB devices and check all cable connections
①②③④	No memory modules detected	Contact ICS Service Centre on 32277660
①②③④	Memory modules are detected but a memory configuration or compatibility error has occurred	Contact ICS Service Centre on 32277660



①②③④	A possible expansion card failure has occurred	Contact ICS Service Centre on 32277660
①②③④	Another failure has occurred	Take note of any error messages and contact IMB on 32277660

*Beep Codes*

Your computer might emit a series of beeps during start-up if the monitor cannot display errors or problems. These series of beeps, called a beep code, identifies a problem.

These beep codes are crucial for diagnosing the problem with the computer.

Code	Cause
1-1-2	Microprocessor register failure
1-1-3	NVRAM read/write failure
1-1-4	ROM BIOS checksum failure
1-2-1	Programmable interval timer failure
1-2-2	DMA initialization failure
1-2-3	DMA page register read/write failure
1-3	Video Memory Test failure
1-3-1 through 2-4-4	Memory not being properly identified or used
3-1-1	Slave DMA register failure
3-1-2	Master DMA register failure
3-1-3	Master interrupt mask register failure
3-1-4	Slave interrupt mask register failure
3-2-2	Interrupt vector loading failure
3-2-4	Keyboard Controller Test failure
3-3-1	NVRAM power loss
3-3-2	Invalid NVRAM configuration
3-3-4	Video Memory Test failure
3-4-1	Screen initialization failure
3-4-2	Screen retrace failure
3-4-3	Screen refresh failure





Code	Cause
4-2-1	No timer tick
4-2-2	Shutdown failure
4-2-3	Gate A20 failure
4-2-4	Unexpected interrupt in protected mode
4-3-1	Memory failure above address 0FFFFh
4-3-3	Timer-chip counter 2 failure
4-3-4	Time-of-day clock stopped
4-4-1	Serial or parallel port test failure
4-4-2	Failure to decompress code to shadowed memory
4-4-3	Math-coprocessor test failure
4-4-4	Cache test failure



## INCENTIVE PAYMENT STREAMS AND RATES

Appendix

19

Version: 01

Implement date: 31/03/2014

Availability: Public

<b>STREAMS, JOBS, LEVELS AND RATES</b>		
<b>JOB NAME</b>	<b>PAY LEVEL</b>	<b>PAY RATE</b>
<b>SERVICES STREAM</b>		
<b>CLEANING</b>		
Cleaner	S1	\$2.80
Senior Cleaner	S2	\$3.50
<b>STORES</b>		
Stores Assistant	S2	\$3.50
Senior Stores Assistant	S3	\$4.25
Stores Clerk	S3	\$4.25
Stores Team Leader	S4	\$7.50
<b>GROUNDS</b>		
Groundsman	S1	\$2.80
Landscaper	S2	\$3.50
Senior Landscaper	S3	\$4.25
Landscaping Team Leader	S4	\$7.50
<b>GYM / ACTIVITIES</b>		
Activities Assistant	S1	\$2.80
Gym Assistant	S2	\$3.50
Senior Activities Assistant	S3	\$4.25
<b>CARER</b>		
Carer (Animal)	S3	\$4.25
<b>EDUCATION / LIBRARY</b>		
Clerk	S3	\$4.25
Tutor / Peer Support	S3	\$4.25
Student	S1	\$2.80
Student (Sound Achievers)	S2	\$3.50
Student (High Achievers)	S3	\$4.25
Librarian	S3	\$4.25
Librarian Assistant	S2	\$3.50
<b>MESS ( Block Kitchens)</b>		
Mess Worker	S1	\$2.80
Senior Mess Worker	S2	\$3.50
<b>ACCOMMODATION</b>		
Logistics Worker	S1	\$2.80
Laundry Worker	S1	\$2.80
Senior Laundry Worker	S2	\$3.50
Laundry Team Leader	S3	\$4.25
Barber	S2	\$3.50
<b>KITCHEN STREAM</b>		
<b>KITCHEN</b>		
Kitchen Hand	K1	\$4.50
Cook Assistant	K2	\$5.60
Kitchen Stores Assistant	K3	\$6.80



Cook	K3	\$6.80
Senior Cook	K4	\$7.50
Supervising Cook	K5	\$8.45
<b>INDUSTRIES STREAM</b>		
<b>CARER</b>		
Carer (Aged and Infirm)	I5	\$8.45
<b>MAINTENANCE</b>		
Maintenance Worker	I2	\$5.60
Senior Maintenance Worker	I3	\$6.80
<b>INDUSTRIES</b>		
Clerk (Industry)	I3	\$6.80
Industries Worker	I1	\$4.50
Senior Industry Worker	I2	\$5.60
Industry Team Leader	I3	\$6.80
Industry Overseer	I4	\$7.50
<b>FARM</b>		
Farm Hand Assistant	I1	\$4.50
Farm Hand	I2	\$5.60
Senior Farm Hand	I3	\$6.80
<b>WORK CAMP STREAM</b>		
<b>WORK CAMP</b>		
Remote Camp Worker	W5	\$8.50
<b>COMMUNITY SERVICE</b>		
Community Service Worker	W4	\$7.50
<b>ALLOWANCES</b>		
Unemployment	N/A	\$1.30
Support	N/A	\$1.30
Hygiene (weekly)	N/A	\$9.55



<b>INCENTIVE PAYMENT RATES (BASIC)</b>		
<b>SERVICES STREAM</b>		
Services L1	S1	\$2.80
Services L2	S2	\$3.50
Services L3	S3	\$4.25
Services Supervisor (L4)	S4	\$7.50
<b>KITCHEN STREAM ( Centre Kitchen)</b>		
Kitchen L1	K1	\$4.50
Kitchen L2	K2	\$5.60
Kitchen L3	K3	\$6.80
Kitchen L4	K4	\$7.50
Kitchen Supervisor (L5)	K5	\$8.45
<b>INDUSTRIES STREAM</b>		
Industries L1	I1	\$4.50
Industries L2	I2	\$5.60
Industries L3	I3	\$6.80
Industries L4	I4	\$7.50
Industries L5 (Carer)	I5	\$8.45
<b>WORK CAMP STREAM</b>		
Work L4 (Community Service)	W4	\$7.50
Work L5 (Remote Camps)	W5	\$8.50
<b>ALLOWANCES</b>		
Unemployment allowance		\$1.30
Support allowance		\$1.30
Hygiene Allowance (weekly)		\$9.55



**QUEENSLAND  
GOVERNMENT**

**WOLSTON CORRECTIONAL CENTRE**

**PRISONER  
LOCAL INDUCTION  
BOOKLET**

**August 2015**

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## **1. GENERAL MANAGER'S MESSAGE**

Welcome to Wolston Correctional Centre

We are a large centre, with over 700 prisoners, and have a varied prisoner population. Whilst most jails are fairly similar, our centre includes all groups of prisoners –young, old, sex offenders, violent offenders, non-violent offenders, short term sentences, long term sentences, drug offenders, and those who have had nothing to do with drugs in their life. Within our two (2) accommodation areas – secure and residential – we manage all these different people, and we do so with the safety, security and well-being of our staff, prisoners and visitors at the forefront. Prisons can be difficult environments – we don't accept however, that it is acceptable that bad behaviour and bad things happen in our jail.

There are many opportunities and privileges for you whilst accommodated at Wolston Correctional Centre, but ultimately, you will be the person who decides what opportunities you take, and what privileges you are entitled to. No matter who you are or where you come from, it is my expectation that you are all treated with decency and respect. I also expect that no matter who you are or where you come from, you treat each other – and my staff – with decency and respect. Where this does not occur – consequences will be applied. Just like you do not wish to live in a hostile or uncomfortable environment, staff do not come to work for hostility or discomfort. If we all work from the same basis, where we respect each other as human beings, and employ politeness and decency, then we will have a decent, respectful and safe environment. That is important to all of us – whether we live at Wolston Correctional Centre 24 hours a day, 7 days a week, or work here for much of that time.

Please be aware of the following specifically poor behaviour, which will not be tolerated:

1. Bullying or aggressive behaviour
2. Drug related activity and behaviour
3. Threatening, offensive or assaultive behaviour
4. Unsafe behaviour

At Wolston Correctional Centre, we have mechanisms to address and manage these intolerable behaviours. There are no heroics to being a bully; there are no heroics to being a threatening offensive or assaultive person. Using drugs or engaging in unsafe behaviour is also weak behaviour, and assistance is provided in our centre – but tolerance to the behaviour is not.

Take the opportunity to use your custodial sentence as an opportunity to change the life you have lived til now. You can move with the masses and not be your own man, and simply continue being the person you have been which has resulted in your placement in jail. Or, you can see this as an opportunity to make a change – to improve your life, the impact you make upon the lives of those you love, and ultimately, to be a positive contribution to the community. There are many responsibilities as an adult in life – and many of them are difficult, but I encourage you to use the here and now to make changes to accept these, and improve who you are, and what you can do for the rest of your life.

Good luck! You will have our support.

General Manager

Wolston Correctional Centre



## 2. INTRODUCTION

This local induction book sets out information about Wolston Correctional Centre and your obligations and entitlements whilst in this centre.

This induction book will give you the information you require on the day-to-day management of the Centre. It must be noted that while the information presented in this induction book is comprehensive it is provided in a summarised version.

If you are interested in more detailed information you should consult the relevant reference material quoted throughout the book which is held in the library or discuss your concerns with your case/unit officer.

Whilst in custody you are held responsible for your own conduct, including your interactions with staff, visitors and other prisoners. Your conduct will be an important criterion that determines whether or not you receive any incentives. Along with your behaviour, your willingness and commitment to employment, education and vocational training, rehabilitation programs, recreational activities, and self-development programs will also be considered when applying for parole or community based programs and considering progression to Residential accommodation or low custody supervision.

Deliberate and continual breaking of rules and regulations can carry penalties ranging from loss of privileges to extra terms of imprisonment.

### Wolston Correctional Centre contact details

- General enquires: 3271 9500
- Visits booking line: 3271 9400
- Postal Address: Wolston Correctional Centre  
Locked Mail Bag 2000  
ARCHERFIELD QLD 4108

### **3. Transferring into Wolston Correctional Centre**

#### **3.1. Reception**

You will enter and leave Wolston Correctional Centre via the reception store. You will transfer in with your personal property and files. In the reception store you will be:

- Identified and undergo a removal of clothing search.
- Your property will be checked.
- Issued with your allocated prison issue of clothes, bedding and induction booklet.
- Allowed a reception "canteen buy-up"
- Photographed and issued with an identity card which is to be worn whilst moving through the Centre. (When in your unit the card is to be secured on the board near the officers' post. It is your responsibility to look after the card and if it is damaged you must pay for a replacement).
- Interviewed by a correctional counsellor.
- Allocated accommodation in a suitable unit
- You will be interviewed by a registered nurse and informed of how your health needs may be met.

#### **3.2. Approved Jewellery items**

On reception into Wolston Correctional Centre, you will be permitted to keep in your possession one plain wedding band (without any settings) and this will be acknowledged on your property file. You will also be given the opportunity to purchase a watch, sleeper earrings to be worn only in the earlobes and a religious icon.

Religious or cultural icons (approved by the General Manager or Deputy General Manager) that are supplied to the centre may be given to prisoners when requested.

#### **3.3. Removal of unauthorised jewellery**

You will not be permitted to retain any unauthorised jewellery. You will be given the opportunity to remove it. Should you refuse to remove the unauthorised item, appropriate action will be taken based on consideration of the safety and security of the facility, and/or your health considerations/ this may include providing you with a written or verbal direction to remove the jewellery and advising you that a breach of discipline may occur for a refusal to comply with a lawful direction.

If you are compliant and wish to have the unauthorised jewellery removed but cannot do so yourself, you will attend the health centre where the nurses will investigate and determine an outcome on a case by case basis. Prisoners may be referred to a local hospital for the removal of unauthorised jewellery if a nurse determines that they cannot remove the item safely.

### 3.4. Storage of Personal Property

**Personal property is limited to 0.25 cubic meters**, approximately 1 bread crate. Your personal property may be stored in the reception store; disposed of; or Handed out of the centre to family or friends by completing administrative form –Prisoner Property Hand Out. If a prisoner chooses for their jewellery to be stored within their property, a detailed description of items will be made on your property list.

### 3.5. Civilian Clothing

Your civilian clothing will be washed and placed in storage on reception. If you require checking the serviceability of civilian clothing prior to a court appearance this can be organised through the prisoner request process. You will be afforded the opportunity to iron your civilian clothing prior to attendance at court.

Refer procedure – Property of Prisoners

### 3.6. Induction

You will undergo a **Custodial induction** in your accommodation unit within your first week of arrival. The information contained in this booklet will form the basis of the induction and will provide you with an orientation to and information about Wolston Correctional Centre only.

You will also receive a **sentence management induction** within the first week of your arrival. At this interview you will be informed of your release dates, parole opportunities, classification review dates, check contact person details, etc.

A cell condition report will be processed by your case officer/induction officer at the point of your induction. **Refer to Attachment 8-Cell condition report.**

**If you have any questions ask at interview!**

### 3.7. Hygiene inspections and cleanliness

All cells in the Secure Accommodation Area of this facility contain a bed, shower and toilet, and in the Residential Accommodation Area a bed with access to a shared shower and toilet area. You are responsible for your cell's cleanliness and hygiene.

A weekly hygiene inspection will be conducted by the General Manager in Residential and Secure. You are required to clean and prepare your cell for inspection. You are also required to bed pack your bed for inspection. A photo example of a bed pack is displayed in your unit. You will be required to stand by your cell door for these inspections. (Refer to: **Accommodation Standards for cell presentation – Attachment 1**).

Inspections, searches and security checks occur daily in accordance with the unit inspection program to ensure that you are meeting the required standard. Managers and Supervisors will also conduct regular inspections.

- Floors are to be swept and mopped, windows and walls cleaned, window sills, ledges and bench tops to be cleaned daily.
- Beds are to be made and ready for inspection by 0800.
- All appliances are to be switched off whilst cells are unoccupied. TV and radios are to be kept at a sensible volume.
- Garbage is to be cleared from cells each morning.

- Cells are to be kept in a clean, tidy a hygienic condition.
- Prisoners may NOT enter another prisoner's cell or unit.
- Wilful damage will result in disciplinary action or criminal charges being made against prisoners
- Personal items are to be kept neat and tidy
- Excess items are not to be stored on window ledges. All property to be placed in the storage areas provided. No property to be placed on the floor, with exception of footwear/
- Pictures, photographs, cards, etc. Can be displayed within the borders of your cell noticeboards. No offensive or objectionable material will be permitted. All other pictures, photographs, cards. Are to be stored neatly in cell.
- Observation windows, cell windows and vents are not to be covered at any time.
- There is a Zero tolerance for prisoners defacing any part of the centre or prison property. If your cell is damaged in any way when you move into it, you should tell your unit officer.

### 3.8. Cell Keys and Identification cards

When departing a secure unit you must collect your identification card from your unit officer and hand it back when you return to your unit.

When departing the Residential Area you must collect your identification card from the Internal Patrol officer at the movement control station and return it to the officer when you return.

In residential accommodation, cell keys are not to be given to any person other than a staff member or must remain on your person. The loss of any key must be reported to staff immediately. You will be charged for a replacement key if it is lost. Keys are to be presented at lock-away each evening for **audit purposes**.

### 3.9. Cell Property

Refer to: **Authorised cell property – Attachment 2**

The attachment identifies the type and maximum number of items you are permitted to have in your cell. You may apply to the Reception Store supervisor to exchange some items such as books, C.Ds with similar items held in reception store but you may not exceed the maximum number permitted in your cell. Any item not listed on your property card as cell property must be approved in writing and displayed on your cell notice board, i.e. Hobby items, Additional Pillow / Mattress etc.

**All personal property MUST be sighted and disposed of at the Reception Store BEFORE new items are issued (for example – runners, electrical items, CDs etc.).**

**You are not permitted to sell, borrow, lend or barter any item of property.**

### 3.10. Personal Photographs

Prisoners may be permitted to have personal photographs in their possession.

Approved photographs must only depict persons who are fully clothed (meaning not unclothed, partially clothed or wearing underwear or swimwear). Approved photographs must not depict children who are not directly related to the prisoner and who are known to be victims of the prisoner.

Prisoners who have been charged with sex offences against children are not permitted to have photographs of children in their possession. They may be permitted to retain photographs of their own children (where those children are not victims of their offending) with their property holdings in the reception store and have supervised access to those photographs only in accordance with recommendation of the Criminogenic Programs Unit or Sex Offender Programs staff.

### 3.11. Access to electronic and print communications

Wolston Correctional Centre will reflect community standards and abide by Agency sexual harassment policies by limiting your access to objectionable material. Reasonable steps will be taken to determine the appropriateness of the content of electronic and print communications. Items made available for purchase to prisoners will be in accordance with **Procedure – Prisoners Access to Electronic and Print Communications**, a copy is held in the library.

### 3.12. Dress regulations

**Prisoners must not be “shirt less” outside of their individual cell.**

You must be correctly dressed in prison issue clothes at all times when outside your individual cells. You may be allowed to wear your own clothing if attending court or leave of absence. Your clothing must be kept neat and clean. If you damage prison issued clothes, you must pay for replacement. Otherwise, clothing is issued on a one for one exchange.

Kitchen whites and white caps are only to be worn when travelling to and from and while at work in the kitchen.

### 3.13. Footwear

- Outside unit (Secure) - Thongs or Joggers
- Outside unit (Residential) - Thongs or Joggers
- Gym & Activities - Joggers
- Programs - Thongs “ONLY”
- Visits - Thongs “ONLY”
- To & From Work - Thongs “ONLY”

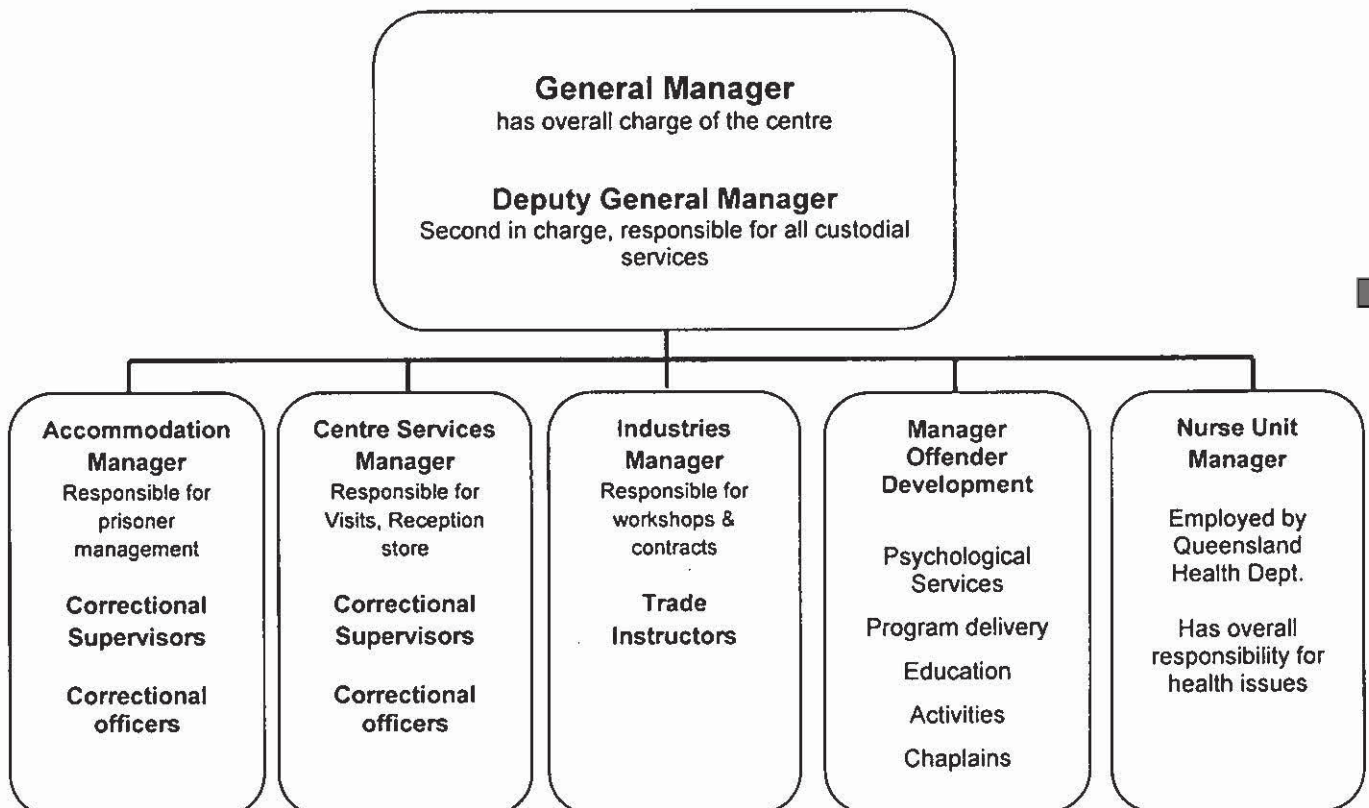
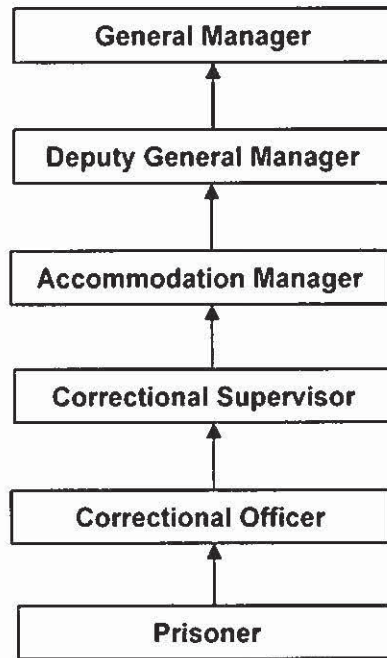
The wearing of socks with thongs is optional for the winter months, June, July and August only.

### 3.14. Laundry

In Secure Accommodation the Unit Laundry Worker will do your laundry. The Unit Officer will advise you of the laundry schedule.

In Residential there is one laundry for two units. A laundry worker is employed to wash and dry all issued and personal clothing and linen for both units.

### 3.15. Staff



## 4. Living in Wolston Correctional Centre

### 4.1. Residential Accommodation

Residential accommodation consists of 50 separate units, where prisoners share communal living arrangements. The external unit doors are locked at night but prisoners have the opportunity to move around and associate with other prisoners within the unit if they choose to. Each unit contains six single-beds cells and each prisoner has their own cell key so they can safeguard their personal belongings and secure their cell door if they prefer to have time alone.

Packaged meals are the same as in secure; however residential prisoners have all-day access to the unit microwave so they can heat their meals and eat at a time of their choosing. Residential prisoners also have the benefit of being able to cooperatively manage a shared budget from which they can select and purchase pantry items such as bread, milk, sauces, cereals etc.

The residential grounds allow freedom to move throughout the compound without a roof or cage over your head. The residential grounds have open gardens, herb and vegetable plots, a walking path, tennis courts and a range of exercise equipment for use by all. Residential prisoners are also permitted to participate in in-cell hobbies, which may include painting, match-work and model building.

#### 4.1.1. How to progress to residential accommodation

If you want to progress to residential accommodation you will need to approach your unit officer who will initiate an assessment form. This form must be completed by your current Unit Officer, a Secure Supervisor, the Secure Manager, an Intelligence Officer and a Counsellor/Psychologist.

The following factors will be considered and commented on:

- Your institutional conduct, behaviour and attitude;
- Your current escape risk;
- Any recent incidents or breaches of discipline;
- A review of your behavioural and employment case notes;
- Your willingness to gain employment;
- Your psychological stability and state of mental health;
- Any suspected involvement in illicit activity or substances; and
- Your commitment toward achieving the goals of your Offender Rehabilitation Plan

Once the assessment form is completed, it will be forwarded to an Accommodation Manager for consideration and final approval, with due consideration of the comments and recommendations written on the assessment form. Once approved, you will be placed on a wait list until the next residential vacancy becomes available.

Speak with your Unit Officer if you require further information.

*Note: Due to increasing numbers at this present time, new arrivals in residential accommodation will be assigned to a bed on the floor of their accommodation unit until a vacant cell becomes available and is allocated according to a waiting list.*

## 4.2. Secure Accommodation

Secure accommodation consists of 6 accommodation units each containing 50 cells. Generally prisoners will be accommodated in Secure accommodation when they first arrive at Wolston Correctional Centre, There may be occasions where prisoners are placed in Residential when they first arrive due to health reasons and this will be at the discretion of the Centre's Management team.

You will be placed in a unit as determined by the Secure Supervisor in consultation with the Secure Accommodation Manager. You may be required to move units or cells at any stage due to operational reasons and are expected to do so when instructed by staff. On occasion there may be a requirement for a number of prisoners to 'double up'. Doubling up means two prisoners will be expected to share a cell. Before prisoners are instructed to double up there will be an assessment done by staff to ensure the prisoners being accommodated in a cell together are compatible.

Prisoners accommodated at Wolston Correctional Centre will be managed within the framework of the Centre's Structured Day. The Structured Day is the daily plan for activities within the Centre and ensures there is a coordinated approach every day to allow for the consistent operation of the Centre.

The Structured Day allows for Secure prisoners to work in the afternoon and attend visits, gymnasium, oval, programs, and educational studies in the morning. Some Secure prisoners may be required to perform work duties in the morning also, such as unit cleaners and unit laundry workers. Prisoners who are accommodated in Secure accommodation will be expected to seek and obtain work. There are a number of Secure Unit or Secure Block jobs that are available to Secure prisoners and your unit officers can assist you in applying for these jobs. The main type of work available for Secure prisoners is in the Industries workshops and this work involves engineering work inclusive of fabrication, welding and paint and powder coating. The Secure industries workers will be required to be ready for work by 1255 hours every afternoon and must eat lunch before they leave the unit as it will not be provided in the Industries workshops. The Secure Industries workers return to their units for dinner at 1710 hours and will have access to phones, exercise yards, medication and other activities until lockaway at 1820 hours.

You will receive breakfast, lunch and dinner daily and may have a number of options to choose from for the lunch and dinner meal. The unit kitchen will only be open for approximately 1 hour at each time and will be secured by your unit officers at the conclusion of each meal session. You are able to order through the canteen process to obtain further food items for snacks although this is not a necessity as sufficient food quantities are supplied to each unit regularly and include fruit, breads and cereals.

You will have the ability to request information and seek assistance and can do this through the shopfront process. You can ask your unit officer to assist you in relation to the shopfront process. Through this process you can also request to see a psychologist or counsellor if you have any issues you need assistance with.

Prisoners who demonstrate good behaviour, stability, a willingness to work, who are not considered an escape risk and are showing a commitment to the offender rehabilitation plan may be considered for Residential accommodation which is a more relaxed and open environment. To progress to Residential it will also be expected that you have good case notes, your unit officers and other correctional staff such as psychologist and counsellors will make regular case notes which will



include how your behaviour has been and whether you are working and productive. You can approach your unit officer, if you feel you meet the necessary requirement to be considered for Residential accommodation, who can fill out a consideration for Residential form on your behalf. Each application for a prisoner to progress to Residential accommodation will undergo an assessment and a determination will be made to either progress them to Residential or maintain their accommodation in Secure for a further period.

Secure prisoners do not have open access to their cell at any time during the day. There is a Cell Access Routine that will be displayed in your unit. The Cell Access Routine dictates as to when your cell will be open for you to have access and also when it is closed. You will not be able to access your cells outside of these times unless in extenuating circumstances – determined by your unit officer. If you are required at an activity, program, work, require medication or wish to attend the oval you will need to ensure you have exited your cell at the cell access time before the event – staff will not unlock you if you have chosen to be in your cell at the time the event is called. Cell inspections occur on the Thursday's and your cell is to be clean and your bedding is to be folded and placed neatly on your mattress.

As stated in the Cell Access Routine and also outlined in the Centres Structured Day prisoners will be required to make themselves available for two musters through the day. Generally the musters will occur at 10.30 am and 1.30pm each day but may be changed on a particular day for operational reasons. If you are in your unit when the musters occur you will be required to stand by your cell.

Lock away is at 1820 each evening and prisoners will remain in their cell until the next morning where they will be able to exit their cells at approximately 0730 hours.

Aggressive or disruptive behaviour will not be tolerated and any such behaviour will result in action including but not limited to: the placement in the Detention Unit, placement on an Intensive Management Plan which will restrict your ability to involve yourself in activities or movement within the Centre and or Breach action.

#### **4.3. The Structured Day**

Wolston correctional Centre is divided into two accommodation areas, Secure and Residential. A gymnasium, oval and administration building /service block separate the two accommodation areas. There are two industries buildings, one near the secure block and visits area and the second near the main kitchen and residential accommodation area. The education block is near residential.

The Structured Day identifies the movement, timings and activities of the Centre and operates seven days a week (**refer to: Structured Day Attachment 4**)

In most cases your days will be highly structured. In Secure you will go to sports, programs, visits and so forth in the morning and to industries in the afternoon. In Residential you will be at work during the morning and go to your programs, visits, sports and activities in the afternoon. Arrangements for weekends and public holidays may differ.

#### **4.4. Incentive and Enhancements Program (IEP) Special Profile Units**

Prisoners are encouraged to comply with the expectations of the operations of Wolston Correctional Centre, and the opportunities afforded to seek appropriate intervention. To achieve this, a program of incentives and earnable enhancements will be implemented, where all prisoners have the opportunity to progress. They will be reviewed at the point of reception, and then at regular intervals for progression, and in instances of events based reviews where regression is being considered. Where presenting risk is such, special profile units will be used to more appropriately accommodate the presenting risk.

##### **4.4.1. IEP Privilege Levels**

As per the Incentives and Enhancements Program section of the COPD – Accommodation and Case Management, privilege levels are defined under the following three (3) levels:

- 1) Enhanced
- 2) Standard
- 3) Basic

Unless exceptional circumstances prevail, prisoners will be inducted into Wolston Correctional Centre on a Standard privilege level. (Exceptional circumstances may include examples such as those prisoners who are transferring to Wolston Correctional Centre for the purpose of pre-approved placement in the BASIC UNIT, or who are reintegrating from an MSU).

**REFER TO ATTACHMENT 4 FOR IEP PRIVILEGE LEVEL TABLE**

##### **4.4.2. BASIC UNIT – Safety and Security regime**

The BASIC UNIT will accommodate prisoners who are on a restricted IEP level, and the Correctional Managers, Secure / Residential accommodation will determine a prisoner's suitability for placement in this unit based upon an assessment of high risk behaviour / high level non-compliance. There are no set criteria for this unit, as the decision making is based upon these overarching safety and security principles, with recognition of the philosophy that consequences to poor behaviour and decision making must be swift and certain. As a result, all prisoners will be individually assessed for their suitability, appropriateness and need for placement in the BASIC UNIT, and this may include those being reintegrated to the centre from a maximum security order regime.

Not all prisoners need to enter the unit on the same stage, however all prisoners must progress through all stages prior to progressing out of the unit. There are three (3) stages within the BASIC UNIT regime, and whilst the following minimum timeframes are to be adhered to, there may be exceptional circumstances where individual prisoners warrant more immediate positive reinforcement, as approved by the BASIC UNIT committee:

- |                          |                |
|--------------------------|----------------|
| Stage 1- Recovery stage: | two (2) weeks  |
| Stage 2- Treatment       | four (4) weeks |
| Stage 3- Transition      | six (6) weeks. |

A generic Intensive Management Plan (IMP) format will exist for each stage. The BASIC UNIT committee will outline individual details to be entered specific to the prisoner's particular circumstances and individual incentives and disincentives.

#### 4.5. Musters and headcounts

At Wolston Correctional Centre Musters are conducted at set times during the day and require you to assemble at a specified area for identification. If you are in an area outside your unit during a muster you will be directed by an officer to muster at that location.

During muster you must be wearing the appropriate dress standard of shorts, shirt and things and you must not:

- 
- Talk
- Consume food or drink
- Wear headsets
- Read
- Move from your cell door/ veranda (until dismissed)

Routine movement will not occur until muster is called correct. Musters and headcounts may occur outside set times and you are required to comply as directed.

**In Secure:** Stand by your cell doors in your respective unit or remain in your respective area e.g. Education, in an orderly fashion.

**In Residential:** Stand by your cell door inside your common area of the Unit or respective area e.g. Education in full view for officers to conduct an accurate count.

#### Wolston Prisoner Muster Points – Secure

Unlock 1030 and 1330	Prisoners stand outside their cell door and remain until dismissed by the officer
Lock-away	Prisoner must stand outside their cell door and remain until their cell door is opened

#### Wolston Prisoner Muster Points – Residential

Unlock	You must stand at your cell doors, with the Unit lights on and remain until dismissed by the officer
1030 and 1330	You must stand at your cell door and remain until dismissed by the officer
Lock-away	You must have your cell key in your hand and stand at your cell door until dismissed by the officer

#### Head Counts

Head counts are conducted randomly during the night and day depending on the centre requirements.

#### **4.6. Cell Access**

##### **Secure**

Access to your cell will be provided during the day at the prescribed Cell Access Periods.

##### **Residential**

Residential prisoners are issued with cell keys and can access the cell at any time.

#### **4.7. Meals**

Meals at Wolston are prepared in the central kitchen and delivered in hot/cold boxes to your unit. Light snacks can be prepared in both Residential and Secure using the microwave and sandwich maker. **Refer to structured day for meal times.**

If you need a non-standard Lifestyle Diet you must apply through the General Manager; if you have specific medical requirements in relation to your diet you must apply through the Health Centre. If it is approved, you will be expected to comply with the diet; this includes purchases made through buy-ups. Non-compliance with a prescribed diet will result in your special diet status being reviewed and potentially withdrawn.

#### **4.8. Food safety**

Adherence to the established food hygiene routines is an essential part of the maintenance of a healthy living environment:

- Clean up food spills promptly & don't let the rubbish build up;
- Maintain the fridge/freezer and work surfaces in a clean condition;
- Report any faulty appliances to your unit officers promptly;
- If you're preparing food for yourself or a group, pay attention to personal cleanliness;
- Keep cold food or drinks cold and consume hot food without undue delay;
- Ensure linen used for drying or cleaning is laundered regularly;
- Use hot water and detergent to wash plates, utensils, etc.;
- Reseal containers if the contents are to be used again;
- Kitchen issue perishable foods should not be stored in individual cells (eg., bread, milk, margarine, cereal)

#### **4.9. Case officers and Case Management**

Prisoners may be assigned a case officer. This officer will monitor the performance of assigned prisoners: behaviour, program participation, work attendance, attitude, etc. A list of prisoner case officers is available at each cluster office or unit officer station. Your Case Officer should be a primary reference point for general enquiries and will conduct regular interviews with you.

#### **4.10. Prisoner conduct**

You are responsible for your own actions in the correctional centre. If you follow the rules, behave well and make the most of the employment, program participation and educational opportunities, your period of incarceration at Wolston Correctional Centre will prepare well for re-integration back into the community.

##### **You must**

- Comply with an officer's directions
- Comply with unit operational procedures and standards such as Unlock Musters, Lock away and Cell Access detailed in this prisoner Induction Booklet.
- Comply with Dress Standards at all times
- Always keep your cell clean and tidy to the standard prescribed in this booklet
- Be responsible for being on time when attending all activities, this includes work, programs and recreational.
- Adhere to the Zero Tolerance Policy for Bullying, Violence and illicit or non-prescribed Drug related activity
- Maintain acceptable behaviour and conduct as failure to do so may render you liable for disciplinary action and prevention or delay in eligibility to transfer to Residential or result in returning from Residential to Secure Accommodation.

#### **4.11. Accommodation in residential**

You will be allocated a cell in an Induction unit until a suitable vacancy arises at another unit. Where you are accommodated will be decided by the Residential Supervisor. Once allocated a permanent unit you will not be moved unless there are extenuating circumstances.

Accommodation unit doors are to remain closed at all times

#### **4.12. Residential prisoner movement**

Prisoner movement will be in accordance with the structured day. Prisoners attending work, programs, education or vocational educational training, hobbies, visits, oval or gym must ensure they are ready at the allocated time and movement will occur as a group. Prisoners who are late for their program or activity may not be allowed to attend.

Yellow lines are painted on the ground near movement control. Do not cross the lines unless invited to do so by staff members.

#### **4.13. No Go Areas**

You are not permitted access to the Secure Movement Control or Residential Movement Control at any time

You are not permitted access to the following areas unless directly supervised by a Corrective Services Officer:

- Officers Station
- Correctional Supervisor's Office
- Another Prisoner's cell
- Any unit other than your own (this includes the landing)
- A unit common room (other than where the prisoner resides)
- Grassed areas behind blocks
- Beyond the red paths

#### **4.14. Property “Hand In” and “Hand Out”**

You may have family friends hand property in for your use. You may be able to pass property out to family and friends.

An article may be “handed in” when it has the prior approval of a Correctional Manager to be handed in or delivered to the Centre for you. This is done through a “Hand In/Hand Out Form” sent to the Reception Store Supervisor. Hand Out is an item of your property that you have asked to be sent out of the Centre.

##### **Property that can be handed in**

- One set of clothes for wearing to court or discharge;
- Mainstream religious material with approval from a Manager or Chaplain; and
- Prescribed medical items such as dentures and prescription glasses. You must have approval from a Centre Manager and recommendation from a Q Health Service Provider.

You will be issued with a numbered receipt from the Reception Store that you must give to the person handing in your property. This receipt must accompany all “Hand In’s”.

**NO RECEIPT - NO HAND IN.**

##### **Property that can be handed out**

You can hand out anything that belongs to you (which is listed on your property card or through Activities). This can only be given to a listed next of kin/relative or a permanent visitor. You cannot hand out belongings to another prisoner or another prisoner’s family or friends.

Property Hand In / Hand Out forms are available from the unit staff. The Hand Out Forms will be completed at the Reception Store. Approval or refusal for the hand-out will be given by the Supervisor Reception Store on each occasion.

#### **4.15. Illegal drugs & non prescribed medication**

##### **DRUG DETECTION IS IN PROGRESS AT WOLSTON CORRECTIONAL CENTRE**

The use of illegal drugs and or no prescribed medication in prison can result in death, violence, serious medical problems as well as affect the lives of other people in prison and the wider community. A number of different strategies are used to detect the use of illegal drugs and the misuse of prescribed medication. They include the prisoner telephone system, increased drug detention through x-ray, drug detention equipment, drug dogs, searching, targeted, and random, urine testing.

If you choose to use illegal drugs or non-prescribed medication – then you will suffer the consequences. Your health may suffer. Use of illegal and non-prescribed substances will affect your visits, your sentence classification and other aspects of your sentence.

If you do not take, or give prescribed medication to another prisoner your health may suffer. If you are under pressure to hand over your medication or have any other difficulties, remember -

***Help is available – just ask.***

#### 4.16. Tobacco and Smoke Free policy

All prisons and prison farms in Queensland are tobacco and smoke free. You cannot purchase or use tobacco or tobacco related products. Tobacco and tobacco related products are treated as prohibited items and there are consequences if they are found in your possession.

#### 4.17. Sexual harassment and bullying

##### Harassment and bullying

Harassment – including sexual harassment – is unwanted attention. It can be physical, spoken or unspoken. It includes offensive comments, jokes and gestures; repeated comments about a person's sexual practices or preferences; stand over tactics; stalking; unwanted and inappropriate physical contact; demands for sexual favours. Bullying relates to unwanted, humiliating and threatening behaviour.

Wolston Correctional Centre does not tolerate harassment and bullying. If you harass or bully someone, you may be charged with a criminal offence. Your offender management plan and placement at this centre may also be reviewed as a result.

Wolston Correctional Centre promotes a zero tolerance environment for Drugs, Bullying, Victimisation and Harassment.

##### Staying safe

- Be aware of your environment at all times
- Do not give your family's personal information or your own to other prisoners
- Remain visible to staff as often as possible
- Stay with a group as often as possible
- Do not make yourself vulnerable by gambling, asking favours or borrowing items
- Do not allow other prisoners into your cell
- Do not go into another prisoner's cell

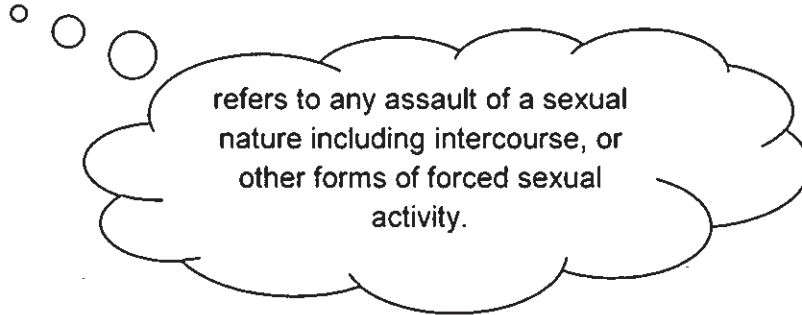
##### Some common sense points to keep you out of trouble

- Respect others space in your unit.
- Avoid slamming doors
- Keep quiet around the telephone
- Keep quiet early in the morning
- Do not leave the volume up on TV's and radios at night
- Shower at appropriate times.
- Until you are more settled into the unit try to only buy small buy –ups
- Do not handle food with your hands
- Do not push into the meal queue

##### Help yourself, and all inmates & Staff by:

- **Reporting** sexual assault and victimisation
- Being **Observant** and **Supportive** of inmates who may have been victims of sexual assault or victimisation.
- **Raising Awareness** hence helping **Prevent** sexual assault and victimisation.

## SEXUAL ASSAULT



SEXUAL ASSAULT AND UNWANTED SEXUAL ACTIVITY ARE REALITIES IN CORRECTIONAL CENTRES. HOWEVER, THEY CAN BE PREVENTED, PROVIDING INMATE AND STAFF CO-OPERATE AND TAKE A MUTUAL ACTION AGAINST THE ASSAILANT.

**Do not make yourself vulnerable by borrowing items, participating in gambling or asking favours from other**

For the prevention and Management of Sexual Assault - We need your help to protect you & other inmates from sexual assault and victimisation.

***If you don't tell us we don't know!***

***If we don't know we cannot***

***HELP and PROTECT you.***

**Note:** It is your responsibility to report incidents of sexual assault.

You will be supported by Centre staff if you make a complaint of sexual victimisation

**Report the incident to a staff member IMMEDIATELY**

In the event that a sexual assault or attempted sexual assault occurs advise a staff member immediately. You will be given appropriate medical and psychological care and every effort will be made to ensure your future safety within the Centre / System.

Perpetrators of sexual assault will be dealt with by the Centre and the Corrective Services Investigation Unit. Participation in sexual assault or bullying may result in criminal charges, a review of the perpetrator's placement and management within the Centre, access to Leave of Absence programs and community based options.



## 5. Employment, Education, Vocational Training and Prisoner Development Services

### 5.1. Employment and Income

There are a number of employment opportunities available to you at Wolston Correctional Centre. Wolston is an industrial prison and offers an extensive range of work in:

- Stainless steel fabrication – welding
- General assembly
- Powder Coating
- Ferrous metal Fabrication
- Spray painting
- Screen Printing

You are required to submit an Employment Application Form (Admin Form 136) through your Unit/Cluster Officer. You will be allocated a position when a vacancy becomes available.

In line with Centre incentives Residential prisoners are permitted to work in positions including: the reception store, bulk store, kitchen, landscaping, garbage removal, recycling and Wolston habitat, library and programs. There are cleaning jobs and laundry positions in the Units. You are required to submit an employment application form for any position.

There are also a limited number of full time student positions available for those undertaking a higher level of education and/ or intervention. See the education officers for further information.

A Vocational Training Workshop is available where you can undertake a range of Vocational courses and receive certificates for the skills you learn. This is designed to assist you in the production workshops and gain employment upon your release. Refer to Education section 3.6

#### Categories of employment

All jobs fall under one of four streams for which you will receive a prisoner incentive payment at one of four levels. The streams are:

- **Services** (for example cleaning stores, grounds etc);
- **Kitchen** (excluding unit kitchen)
- **Industries** (for example maintenance, industries or farm); and
- **Work** (low custody Community Service and remote sites).
- It is likely that most prisoners in the Centre will be on level 1, 2 or 3 and a few may be on level 4.
- If you work 7 days a week – you will be paid for (7) days a week.

Trade Instructors and staff supervising each work area will provide you with on the job training to improve your skill level.

A holistic approach is taken when considering your incentive payment, which includes your institutional conduct, participation in recommended programs, as well as work reports. This balanced view will provide an incentive for your continued pro social behaviour.

### **Unemployment Payment and Amenities Allowance**

- The amenities allowance will be payable to you, currently at \$9.55 per week
- You will receive unemployment allowance from your date of reception / arrival/
- You may receive \$1.26 per week day, i.e. \$6.30 per week, under the Unemployment Payment System.
- Unemployed prisoners may apply to purchase canteen & STP to the value of \$30.
- If you voluntarily resign or are terminated from a job in the Centre, without a valid cause or reason, you may not be entitled to Unemployment Payment and it may affect your canteen buy up, refer to section 4.8 and 4.9.
- Unemployment will not be tolerated at Wolston unless you have a genuine reason explaining why you are unemployed. Reasons for unemployment are to be substantiated by the Managers of the Secure and Residential Accommodation areas. Medical certificates need to be provided.
- If you refuse to actively participate in work and programs, you will not receive unemployment allowance. It may also jeopardise your sentence, case management, progression or ability to remain in residential accommodation and access to other incentives.
- Secure inmates transferring to Residential are required to re-apply for employment on arrival, you will not automatically keep the position you may have held while living in Secure.
- You must disclose to your employing officer any issues or conditions which may affect your capacity to perform your work duties.

### **5.2. Workplace Health and Safety**

(Workplace Health and Safety Act 1995)

(Workplace Health and Safety Regulation 2008)

The Workplace Health and Safety Act 1995 places legal obligations on everyone at the Centre, including:

- You, and all other prisoners;
- Management and all Staff
- All contractors who may enter the Centre
- All professional visitors (e.g., legal, medical, etc);
- All volunteer workers
- All visitors to prisoners;
- Anyone else who sets foot on the Prison grounds; and
- Suppliers of goods, provisions, etc.

#### **Obligations at the Workplace**

A worker or anyone else at a workplace has the following obligations at a workplace:-

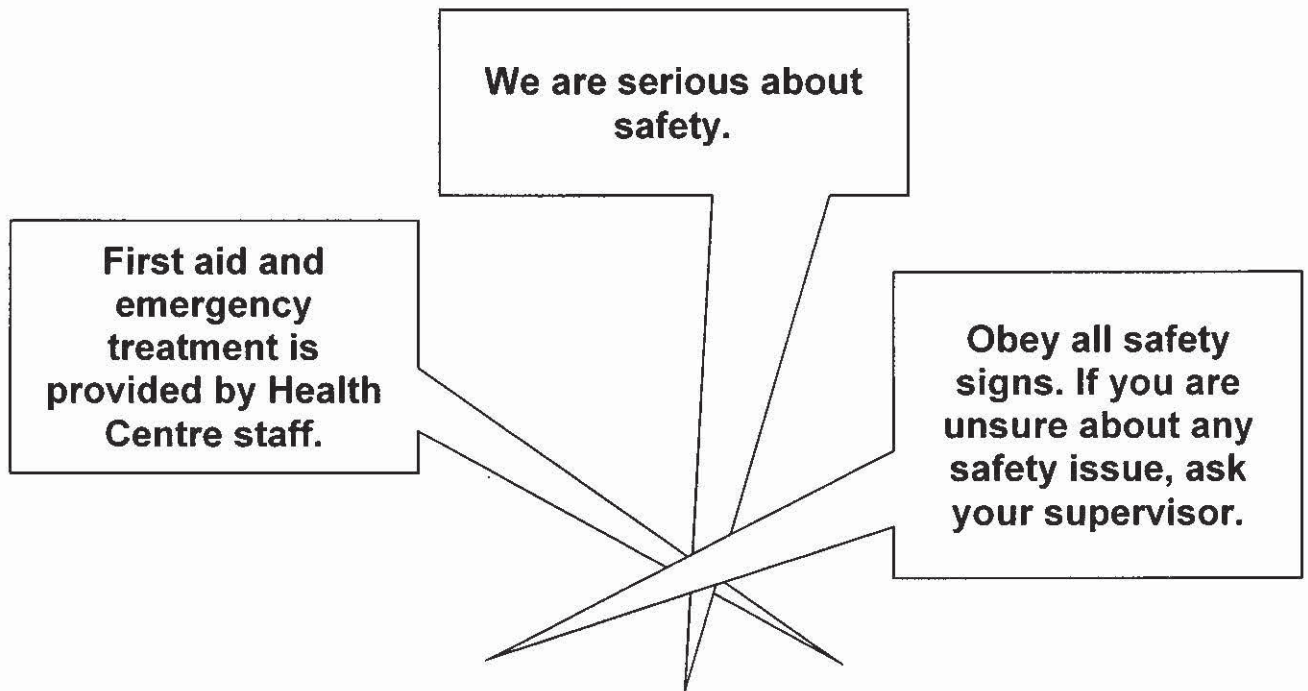
1. To comply with the instructions given for workplace health and safety at the workplace by the employer at the workplace;
2. To use personal protective equipment if the equipment is provided by the worker's employer and the worker is properly instructed in its use;
3. Not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace;
4. Not to wilfully place at risk the workplace health and safety of any persons at the workplace;
5. Not to wilfully injure himself or herself.

For example, you may be employed as a Cleaner, a Grounds worker, a Kitchen worker or in the Centre's industries.

Whatever your job, your Workplace Supervisor will **conduct a safety induction**. This means that your Workplace Supervisor will:

- Describe to you the requirements of your job and the standard you'll be expected to achieve;
- Instruct you in a safe method of work, warn you about hazards specific to your workplace and ways to protect yourself to avoid injury;
- Show you around the work area and point out the amenities and emergency equipment;
- Tell you about emergency procedures, and how you should respond.
- Note that working in accordance with a safe method of work also means observing all housekeeping and hygiene requirements.
- A permanent record will be made that the Safety Induction was given.

**Some jobs will require that you wear or use protective equipment. Outdoor workers will be provided with hats, sunscreen etc. for sun protection. You will be suspended from work if you refuse, or do not wear, the provided protective equipment.**



All serious accidents will be investigated. You may be questioned by the Workplace Health and Safety Officer. You should co-operate because this will assist to make the workplace safer for you and your workmates in future. Regardless of whatever an accident occurs at work, in your unit, or while playing sport, etc. It should be reported.

As a worker you are encouraged to undertake the Occupational Health and Safety Course and Senior First Aid certificate conducted by external providers through the education officers.

### 5.3. Education

Education Officers will interview you to review and discuss your literacy and numeracy skill level and your vocational needs and interests.

Educational programs that are facilitated at Wolston Correctional Centre include:

- Literacy/Numeracy
- Junior Studies
- Tertiary Preparation Programs
- Tertiary Studies
- Computer Studies/IT
- Business
- Work Readiness
- Industrial Cleaning
- First Aid

#### **Check your notice board for current courses**

Should you be interested in improving your formal level of education for the purpose of vocational or personal interest, send a request form to the Education Officers.

### 5.4. Library and general computer access

To obtain reading material from the library a trolley service is available twice per week.

General computer access and research is available in the centre library for educational and legal purposes **ONLY**. Approval for this must be obtained from the unit/cluster officer who will arrange for your attendance at the library by making a booking.

### 5.5. In cell computer

Prisoners may rent a computer, depending on approval and availability, for recognised, approved educational study purposes **ONLY**.

### 5.6. Vocational training /TAFE Courses

Nationally accredited vocational training is offered in the Centre. Some of the streams of study are: Engineering, Construction, Business, Information Technology, Hospitality and OH & Safety.

Several Certificate III courses may be available depending on participant numbers. If you are interested in these, send a request form to the Vocational Training Officer.

## 5.7. Activities

The centre offers a variety of sport and activities at the Oval, Gym and Hobbies areas. Refer to the **Structured Day** for activity times. It is your responsibility to ensure that you are ready to attend scheduled activity. If there are any variations to this schedule, please check your unit noticeboard or with unit/cluster officers for updated information.

**In cell hobbies:** for in cell hobbies approval must be sought from the Accommodation Manager. Sketching and drawing supplies such as drawing pads, sketching pencils, coloured pencils, special pencils and erasers may be purchased through the stores. Residential prisoners' may apply for in cell painting.

Board games have been allocated to all Units and are available for use.

**Guitars:** in residential guitars are available for use through the unit staff. In secure guitars are available in the gymnasium. Unit officers can provide information to be listed for this activity.

**Leather work:** is for residential prisoners only as a part of the prisoner incentive scheme.

**Painting:** Painting activities for secure prisoners will be undertaken in the E block only. You will be required to purchase your own materials from the Activities Officers. Only one painting may be in progress at any time. All completed works must be transferred out of the Centre through Activities Officers.

**Photographs:** You can request to have a photograph taken of you by the Activities Officer. Photographs will only be taken of an individual, correctly dressed prisoner standing in the gymnasium, unless specific approval is obtained from the General Manager/ Unit/cluster officers can provide the photograph request form.

## 5.8. Hobbies

Approved hobby activity permitted within the Units or Cells includes;

- Drawing and sketching (cell approved hobby)
- Reading
- Board games
- Card games
- Painting with Residential Accommodation only

For details about hobby activities see the Activities officers.

## 5.9. Operational Psychological and Counselling Services

Team members include Psychologists, Corrective Counsellors and Cultural Liaison Officers. Psychological /Counselling Services offer assistance with –

- Contact with Child Safety
- Inter-facility phone contact
- Personal issues
- Leave of Absence requests
- Offender Rehabilitation Plan Reviews (OMPR)
- Parole Reports
- Pre-Release planning
- Some special phone calls

Prior submission of your request you should discuss with your Case Officer or Cluster staff your requests/ concerns. The reasons why you wish to be interviewed need to be included.

### **5.10. Shop Front and Prisoner Requests Forms**

Wolston correctional Centre uses the prisoner request form and a shop front process.

A psychologist or counsellor will attend the Accommodation area and respond to request entered into the Shop Front database held by your unit officer.

You will need to ask an officer to complete a shopfront request for issues such as:

- Sentence Management issues
- Program enquiries
- Education enquiries
- Transition enquiries
- Reception stores
- Special phone calls

### **5.11. Program Delivery Services**

Services provided by these teams include the delivery of Agency Programs. Referral to identified programs occurs through your Offender Rehabilitation Plan (ORP). A completed case plan at your review will indicate program/s that you have been recommended to undertake. Case Officers can enquire via the IOMS system to ensure that you have been waitlisted for the identified program/s. Programs available at Wolston Correctional Centre include:

- Turning Point Preparation Program (for general offending)
- Pathways: High Intensity Substance Abuse Program
- Stepping Up: Moderate Intensity Substance Abuse Program
- Getting Started: Preparatory Program for Sexual Offending
- Crossroads: High Intensity Sexual Offending Program
- New Directions: Medium Intensity Sexual Offending Program
- Inclusion: Adapted Sexual Offending
- Staying on Track: Sexual Offending Maintenance Program
- Transitions: Release preparation program

Prisoners must meet the inclusion criteria for programs to be offered placement. A program facilitator will conduct a pre-program interview with you when placement becomes available.

## 6. Connecting with the community

### 6.1. Visitors –Personal visits – (family and friends)

#### Visiting times

Refer to **attachment 5: visiting times for personal visits.**

#### What your personal visitors should know

People who wish to visit you must first apply to the General Manager to gain access. A security check will be conducted and the General Manager will determine whether access is granted.

Your entitlement in relation to visits is for 1 x one hour non-contact per week. Additional visiting privileges may be approved if appropriate.

#### Booking a visit

Visits must be booked in advance. Booking can be made at the scheduled visits booking times for personal visits and one day's notice for professional visits.

When making a booking, visitors will be advised about identification, dress and behaviour requirements. Visitors should arrive at the centre 30 minutes before visiting time and if they are unable to attend a scheduled visit, they should notify the correctional centre.

Visitors must submit a new visits application every 12 months in order for an updated security clearance to be undertaken.

#### Permanent booking

A Permanent Booking System is available. You may make permanent booking and once approved, they will remain booked for 6 months.

#### Transport for visitors

The centre has an arrangement with a local group to transport visitors to and from the centre the telephone number for the Prisoners Transport Group is listed under **contacts** at the end of this booklet. The Visits Booking staff will be able to supply timetables and contact details for your visitors.

### 6.2. Telephone access

#### The Prisoner Telephone System (PTS)

You are not permitted to use the telephones during muster times and / or use another prisoner's telephone account to make a call.

To use the PTS you will need to complete the application to enrol/amend auto dial form:

- Provide details of a maximum of ten (10) people you wish to telephone on the administrative form; PTS auto dial list.
- The nominated people will be contacted and with their agreement, their number will be placed on the system
- Depending on your I.E.P level call limits will apply to the number of telephone phone calls you can make, provided the funds are in your Trust Account.

- A "P.I.N" code of your personal identification number will give you access to the telephone system. (keep this number confidential)
- All personal calls from the centre are recorded and may be monitored except for calls to your legal representative and calls listed on the CADL Community Autodial List.

The duration of a call depends on your I.E.P level majority of prisoners are on 8 min duration. Local calls cost 40c and STD/ISD call costs apply. Calls to mobile phones are permitted at the standard mobile rate. You are responsible to ensure that adequate funds are transferred to your telephone account each week. A maximum amount of \$300 is allowed on your telephone account.

To place money on your phone account you need to complete a Phone Money Transfer form available from the unit or cluster officer. Trust Accounts will place money into your accounts on a Tuesday and Friday. The form will need to be handed in the day prior.

You may apply to add or delete listed telephone numbers by completing the application to enrol/amend auto dial form.

Damage to PTS will be refereed as a Criminal Offence which may incur a penalty or additional term of imprisonment. Repair response times are nominal. If a phone is damaged, you and other prisoners may not have access to it for some time.

***Please be thoughtful of others when using the phone.***

### **Community Auto Dial List (CADL)**

These are free. Unmonitored phone numbers. See unit noticeboard for further details and refer to: **Community Auto Dial List, Attachment 6**

### **6.3. Videoconferencing**

Videoconferencing may be available to some prisoners whose families are unable to visit because of distance and or/remoteness. Prisoners may also be able to request a videoconference with their Legal Aid solicitor. Applications for a videoconference can be made to the General Manager via completion of an Inter facility contact form and processed through the Cultural Liaison Officer.

#### **Legal Visits**

**Legal visits can be conducted on:**

- Thursdays and Fridays (and in some circumstances Saturday and Sundays) in the Visits professional visitor's rooms;
- At other times interviews may be conducted in an accommodation interview room;
- Legal visitors are required to provide a fax giving 24 hours' notice prior to interview.

#### **Interpreters**

Arrangements can be made for you to utilise the services of an interpreter if needed. A staff member can arrange for this to occur.



## 6.4. Personal mail

### Personal correspondence

- Mail is collected and delivered daily – Monday to Friday – except on public holidays
- Outgoing mail must be left unsealed for inspection. Your name and address must be clearly written on the back of the envelope.
- Do not give the mail to the staff – put it in the mail box provided.
- All mail may be subjected to search.
- There is no limit to the number of letters that you may receive or send
- There is no censorship of mail unless authorised by the General Manager.
- Pre-stamped envelopes can be purchased from the canteen.
- Incoming mail should contain nothing other than letters, and pre-approved family photographs. Other items will be returned to Sender.
- You can have approved religious reading materials and court clothes sent through the mail only if you have prior approval.

Your mail will be collected and distributed on a daily basis, Monday – Friday. For **same day collection** your mail must be in the post by 0900.

## 6.5. Prisoner Trust Accounts

You will be allocated a Trust Account upon arrival to the centre. The Trust Account system is maintained in a similar fashion to that of a bank account and is used to manage your money whilst at this centre. It will record all financial transactions that you have authorised and provide you with a formal account statement once a week. This account is limited to \$1000 and \$300 in your telephone account.

### Withdrawing from your Trust Account

In order for you to have money drawn from your Trust account, you will need to complete an '**Application to expend from trust accounts (general)**' form providing the following details;

- Reasons for the withdrawal
- The amount you wish to draw
- Full name and address of the person to receive the funds
- Your signature and date of application
- Signature of a custodial officer verifying your signature

Funds exceeding \$100, to a maximum of \$500, may be spent each month but will require evidence of the reason.

Please ensure that you also attach a stamped envelope for the funds to be posted out.

***No funds will be sent out unless an envelope is provided.***

### Depositing into your Trust Accounts

Friends and Family are able to deposit cash into your Trust Account at the visits processing area during regular business hours. An envelope is provided for this purpose.

Alternatively, they can mail to the centre a cheque or money order (**NO CASH**) made out to you. Once received, you will be issued with a receipt. Cheques and money orders will be frozen for nine working days before you will be allowed to expend the money. Money sent in for you is limited to deposits of \$500.00. Should there be deposits exceeding this amount it will be returned to the sender.

Should you have money in an 'outside' bank account you can access these funds by completing a 'Bank Authority Form' (available from the unit officer) giving your bank permission to forward the funds in the form of a cheque to your Trust Account.

**Note:** Money may **NOT** be transferred from your account to another prisoners account.

## 6.6. Canteen and Sales to Prisoners (STP)

This is a privilege and not an entitlement.

There are two ways in which you can purchase an item

- The first is from the internal **canteen**;
- The second is called **Sales to prisoners (STP)**.

### Canteen sales

The centre has a prisoner canteen which operated fifty one weeks a year. The canteen order form contains the items available for purchase. The items include, toiletry items, food items in single serve portions, lollies, chips, writing materials, etc.

You will also be able to purchase token which may be used to access soft drinks and snack foods. You are permitted to have a total of 30 tokens only in your possession at any given time (any excess will be confiscated). Soft drinks vending machines are located throughout the accommodation areas with snack foods only available in the visits area. Each week you may submit a canteen order form to your unit / cluster officer and as long as you have sufficient funds; your Canteen Buy-up will be delivered to you during that week in your accommodation area.

If you are employed you may spend \$50.00 maximum on any weekly purchase through the Canteen. If you are unemployed but willing to work you may spend up to \$30.00 per week. If you refuse to work, then you will only be allowed to spend up to \$9.55 (amenities only). Prisoners who qualify for enhanced privilege may spend up to \$70.00 per week.

### Sales to prisoners (STP)

If you wish to purchase an item which is not available from the canteen, e.g. Stereo or approved Runners, you may do so by submitting a Sales to Prisoners (STP) request form. There are specific dollar limits and property limits that apply subject to each prisoners privilege classification.

- Ask your unit/ cluster officer for an Outside Purchase form.
- Complete the form and submit it to your Manager.
- If it is approved, the form will be sent to the Bulk Store.
- The Store Officer shops for these items every fortnight at a number of **approved local businesses only**.
- Money for the transaction will be frozen before the purchase is made.

**For information on allowances and paid employment, see section 3.1.**

### NOTE:

***When purchasing new items to replace existing items of your property (runners, stereo, electrical items etc.), then the old item must be presented at the Reception Store for disposal, or placed in storage, before the new item can be issued.***

## 7. Your health and well-being

### 7.1. Health Services

- Run by Q Health and is the service provider to QCS.
- Coordinates Doctor's, dental, optometrist and psychiatric clinics.
- Conduct mental health and suicide risk assessment and intervention.
- Nursing assessment and treatment for chronic illness.
- Conducts medication rounds.
- Health promotion activities, education, vaccination clinics, health screening.
- Referral to external medical facilities.
- Respond to medical emergencies.
- Advises custodial and industry staff of prisoners sickness.
- Promote self-responsibility & participation in your health management.

Health Services is staffed 24 hours per day, 7 days per week and concentrates on the promotion of health rather than sickness. A wide range of health promotion programs such as hygiene, alternatives to medicines, quit smoking and weight control are available. Self referrals can be made to these programs by indicating a willingness to attend on nomination forms distributed in the units.

Requests for all services such as Doctor, Dentist, Psychiatrist and Optometrist visits must be submitted via a request form to the Health Services Nurse Unit Manager. You will be given an appointment with the next available Visiting Medical Officer.

You should take particular care to ensure that Health Centre staff are aware of any drug allergies or food allergies you may have.

#### **Medication / Sick Parades**

Prisoners that have been prescribed medication will have their medication issued to them in the accommodation units. Prisoners requesting non prescribed medication (Panadol, Cold/Flu etc.) may attend at this time

- **When receiving medication in the accommodation and industries area you must bring a cup of water with you. An officer will observe you receiving and taking the medication.**

If you are sick or require non urgent attention or need to see the doctor you must complete the Medical Request form and hand it to the Nurse conducting the medication round.

- **If you require urgent medical attention, call for assistance using your cell intercom or immediately report to an officer**

Medication that is prescribed 'when required' PRN must be requested and will require assessment by the registered nurse.

#### **Medical Records**

Your medical records are the "medical in confidence" property of Queensland Health and not Queensland Corrective Services. While you can request access to your medical file under the Right to Information legislation, medical staff can allow patients administrative access to certain areas of their medical files without going through this process. If you wish to see the information on your medical file, please contact the Nurse Unit Manager (NUM), doctor or registered nurse. The medical staff will be able to advise you of the level of access you have to your medical records.

## **7.2. Blood born viruses and other support services**

### **Blood born viruses**

HIV is the virus that causes AIDS. HIV weakens and eventually destroys the immune system, which is the body's defence against disease. People who have the virus are said to be HIV positive, and may not have any symptoms for years. Most prisoners with this disease are managed by the AIDS medical unit.

HIV is transmitted when blood, semen or vaginal fluid from an infected person gets into the body of an uninfected person. This can happen through unsafe sex, tattooing with unsterile equipment or sharing needles containing contaminated blood. The risk of contracting these diseases is higher when engaging in the behaviours of unprotected sex, needle sharing and tattooing within the correctional facility.

You can't tell if someone has HIV by the way they look, the only way to tell is to have a blood test. There is no current cure for HIV or AIDS, and there is no vaccine to prevent the infection.

In order to prevent infection it is very important not to share personal hygiene equipment or any item that might have blood contamination, practise safe sex, do not get jail tattoos and never share needles if you inject drugs. It is your responsibility not to engage in unsafe practices and protect your own health from infectious diseases.

### **Hepatitis C**

Hepatitis C occurs when the Hepatitis C virus (HCV) infects the liver.

It is a blood-borne virus, which means there must be blood-to-blood contact in order for transmission to occur.

Transmission can only occur if one of the parties carries the infection. Infection can only occur if blood enters the other person's bloodstream. Those at the highest risk of infection are injecting drug users.

### **What is the incidence of Hepatitis C?**

There are approximately 280,000 Australians living with Hepatitis C. 75 % of people with newly diagnosed Hepatitis C have a history of injecting drug use.

### **How can I prevent catching Hepatitis C?**

- Do not share needles or syringes
- Do not use other people's razors or toothbrushes
- Ensure sterile body piercing or tattooing techniques
- Safe sex – transmission through sexual intercourse is rare. It is not classified as a sexually transmissible infection, but it is recognized that depending on the choice of sexual practises, that this is possible.
- Transmission through childbirth is between 1-6%. Which end of this spectrum the woman falls into will depend on her health at the time of the pregnancy and also her viral load in her blood stream.
- Transmission via breastfeeding is very rare and generally only has the risk to occur if the mother has bleeding nipple.

### **Other support services**

Representatives from Alcoholics Anonymous, Gamblers Anonymous and Narcotics Anonymous visit the centre. Indigenous counsellors are also available.

**AA meetings are held fortnightly in this centre. For information regarding meeting times etc., contact your unit manager.**

### 7.3. Suicide prevention

You will be aware that being in custody can be stressful. In addition, the following may also cause stress:

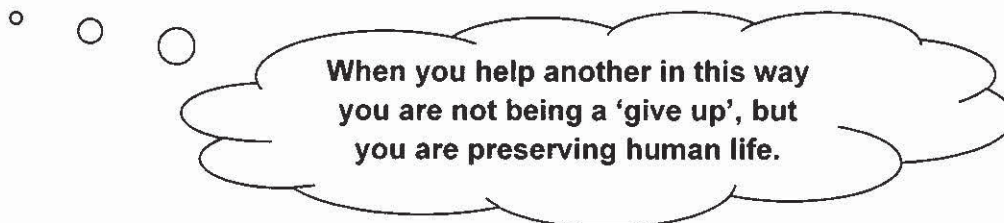
- Lack of freedom,
- Reduced level of privacy,
- Reduced level of choice,
- Reduced level of access to family and friends,
- Loss of employment in the community and the associated money,
- Feeling of embarrassment, guilt, shame, personal loss,
- Powerlessness,
- Hopelessness and helplessness, receiving bad news, for example about a loved one or a refusal for parole or transfer,
- Reduced opportunity to just walk away from problems,
- Gambling debts, being stood over, or other reasons to be frightened of the environment.

Many people in custody feel down from time to time, and some think about suicide as a way of escaping their problems. If this happens to you, you should know that you are not alone. Many people have felt this way before, and have talked through their problems and ended up feeling happier and more able to cope with the environment.

If you start to think about suicide or harming yourself, please talk to a staff member and let them know how you are feeling. You will be provided with assistance and support to help you to overcome these feelings.

Each individual has a responsibility to their fellow humans to preserve life and we encourage individuals to be aware of others around them. If you notice a change in the behaviour of another prisoner, for example, they appear sad, depressed, anxious, tense, or just different to how they usually are, try to talk to them. If they won't seek help themselves, then talk to an Officer.

What you do may be the first step in preventing a suicide. Many prisoners in the past have helped in this way and their help has been greatly appreciated by staff and the prisoner who was thinking of self-harm or suicide.



It is also important to understand the process Queensland Corrective Services staff follows in ensuring your continued safety once you have been identified as a potential risk of self-harm or suicide:

- The organisation ensures that all staff involved in the management of prisoners understand their role and professional accountabilities and are thoroughly familiar with the process of identification and management of at-risk prisoners;
- The organisation is committed to minimising the risk of prisoners self-harming and has a duty of care to provide a safe environment for all prisoners;
- Staff are alert to behaviours that may indicate a prisoner is at risk of suicide or self-harm and therefore these staff will take proactive steps to identify and appropriately manage at-risk prisoners;

- Management strategies are designed to address the level of risk presented whilst maintaining the dignity and respect of the individual prisoner;
- Prisoners should self-report feeling of hopelessness or haplessness directly to a staff member with the understanding that they will be responded to in a professional and dignified manner.

In summary, if you are thinking of self-harm or suicide please:-

- Speak to a staff member and tell them you want urgent support;
- Talk to another prisoner and ask them to get help for you.

***Remember help is readily available and will be provided to you promptly.***

#### **7.4. Religious Services**

One or more chaplains are on duty each day Monday to Sunday. Church services are conducted every Sunday by Chaplains on a roster basis. Duty chaplains visit correctional centres regularly and can arrange for a priest or minister from your own denomination or religion to visit you if you wish. The Prison Chaplaincy team represents most major religions.

The Spiritual Centre is located in the Prisoner Services Building (E Block). Information about approved Chaplains, religious service rosters and times can be found in **Attachment 6 Religious Visits and Service days** and will be made available on unit notice boards. All Church Services and Bible Study groups are regularly listed in the accommodation areas. The centre will make every effort to allow you to practise your religion.

### **8. Complaint management**

You should take your complaint to your unit/ cluster officer in the first instance followed by the Correctional Supervisor and area manager. Try talking about your complaint before lodging a formal written complain; most complaints should be able to be resolved at this level, you can write to the General Manager using a blue letter.

All external and internal officials have an expectation that you would attempt to resolve any centre based issues with the centre's supervisors and managers before taking the issue further.

#### **8.1. Complaints Management System (CMS)**

The CMS is a complaints process for all corrective services centres and offices throughout Queensland. If your complaint cannot be resolved at the unit officer/ supervisor level, you can write to the General Manager. You can use a departmental complaint form which is available from your unit staff or write a letter, your complaint can be placed in a blue envelop if you wish.

Before lodging a written complaint that may be considered to be negligible or minor in nature you must be able to demonstrate that you have already attempted to resolve the matter informally at the unit level.

The CMS does not cover complaints about the conduct of the staff nor does it deal with complaints where there is an existing right of review or appeal. If you wish to make a complaint of this nature you can write to the General Manager or direct to the Director of Ethical Standards Branch.

## 8.2. Right to information

The Right to Information Act (RTI) and Information Privacy Act (IP) identify the process to access information. Applicants for information must be made on the form prescribed for the use under the RTI and IP acts and will be available to you upon your request.

As this form is used by all government agencies, there is no space for your prisoner identification number. **To ensure you are correctly identified when you make an application to QCS, please include your prisoner identification number on your application form.** It is suggested you write it on the form just below the space provided for your signature.

Application fees and processing charges may apply depending on the information being requested. If you do need to pay a fee or charge, the IRY will write to you telling you the amount and will send a memo to the Trust Account Officer in your Centre with the necessary details if you want to go ahead with the application.

You should send your application to the address below:

The Manager, Information Rights  
Queensland Corrective Services  
Department of Community Safety  
GPO Box 1045  
BRISBANE Q 4001

**Do not send IP or RTI applications as a 'Blue' letter, as this will cause delays in their processing.**

## 8.3. Prisoner Advisory Committee (PAC)

Each accommodation area will have a PAC. The PAC will meet with the Functional Manager each month to discuss general living issues and promote positive communication between management and prisoners. Each PAC is encouraged to include prisoners' representative of diverse cultural and religious groups. **Refer to procedure Prisoner Advisory Committees.**

## 9. Sentence Management

Sentence management staff are responsible for a range of processes including:

- Sentence Calculations.
- Offender Rehabilitation Plan – Review (ORP-R).
- Transfers – interstate and regional.
- Payment of Fines.
- Immigration and removal.
- Legal, Court and Medical Movements.
- Parole Report assessment.
- Chair Parole Interview Panels.

### 9.1. Introduction/ Offender Rehabilitation Plan Review (OMPR)

If your sentence is 12 months or less, you will have an individual induction with a Sentence Management Officer who will determine requirements for further reviews and provide you with specific information, including discharge dates.

If your sentence is more than 12 months, you will have an individual induction with a Sentence Management Officer, information will be provided and a review of your Prisoner Management Plan date established. Reviews of your Prisoner Management Plan (OMP) give you an opportunity to participate in your sentence planning.

### 9.2. ORP Review Process

ORP Reviews take the form of an interview and provide you with formal feedback of your progression in the Correctional System. It also provides you the opportunity to have input and contribute to your rehabilitation plan. Your conduct, industry, program participation, classification and placement will be discussed. If you are classified High security reviews are undertaken at a minimum of 12 monthly. Once you achieve a Low classification, classification reviews are no longer required unless your circumstances change.

The team reviewing the ORP will be made up of staff such as Sentence Management officers, psychologist or counsellors, educational officers and custodial officers.

### 9.3. Leave of absence

You can be approved leave of absence for the following reason

- For compassionate reasons,

You may be required to pay the costs associated with the escort. Speak to Sentence Management Team if you have any questions.

### 9.4. Transfer

If you want to transfer to another corrective services facility you must have the appropriate security classification (which may be subject to review) and there must also be a vacancy available at the nominated centre.

Requests for transfer should preferably be made at the time of your Offender Rehabilitation Plan Review and should set out the reasons for the request.

Without your request you can be transferred to another centre at any time. Reasons for a transfer can relate to issues such as custodial requirements, centre administration, program availability or medical requirements.



## **9.5. Progression to Residential, Low custody and WORK**

### **Progression to Residential from Secure**

You will be automatically scheduled for assessment for transfer to residential accommodation at reception and at each ORP-R, you do not need to apply. Your conduct is the most significant factor to your continued placement in Residential. In addition to your institutional conduct, your willingness and commitment to work, education, rehabilitation and self-development will play a significant part in your accommodation in the Residential Unit. Your Secure unit officer may also initiate a request form for you to transfer to Residential from Secure and this will be considered by both the Secure and Residential Accommodation Managers.

### **Low custody and WORK Placement**

Only suitable low classification prisoners are eligible to transfer to low custody and WORK programs.

WORK is a program that enables suitable low classification prisoners to be placed in approved Camps throughout Central Queensland. Prisoners deployed to these camps are provided the opportunity to undertake meaningful work such as landscaping, general repairs and maintenance to community facilities within the areas of the Camp.

WORK also provides an opportunity for a prisoner to demonstrate the ability to work and live with minimal supervision within a community environment.

Prisoners with a history of reoccurring Violent Offences including offences of sexual nature will not be considered for WORK.

Prisoners wishing to apply or requiring additional information may contact the Sentence Management staff utilising the internal prisoner request system.

## **9.6. Enquires**

All Sentence Management enquiries should be firstly addressed through your Case/Unit Officer. The Officer may then contact Sentence Management, via the eShopfront system, on your behalf if they are unable to answer your enquiry.

## **10. Planning for release from custody**

### **10.1. Parole**

#### **Condition of parole**

Prisoners released to Court Ordered Parole and Board Ordered Parole will be issued with a Parole Order. Prisoners must comply with the conditions of their Parole Order.

### **10.2. Transitional Support**

Transitional support is offered through two avenues:

#### **Transitional Support Service**

All prisoners within 9mths of their earliest release date are eligible for support from the Transitional Support Service. This service will help you identify your personal community re-settlement needs and put you in touch with agencies and services in the community that will be able to assist you when you get out.

#### **Transitions Release Preparation Program**

Prisoners who require more assistance in goal setting, planning and making community contacts may be eligible for participation in the Transitions Release Preparation Program.

The Transitions Coordinator will be able to provide you with more information. It is useful to start planning for release early in your sentence in order to make the most of programs and services available in prison.

### **10.3. Pathways2Employment**

Pathways2Employment is a QCS funded service that provides specialist employment assistance to people getting out of jail and is run by the Salvation Army Employment Plus.

Pathways2Employment is available to all sentenced prisoners who are within six months of their earliest release date. The service can work with you prior to release to assist you with resume preparation and will continue to provide you with specialised employment assistance after you get out of prison, in conjunction with your chosen Job Services Provider.

Talk to the Transitions Coordinator about registering with Pathways2Employment. Remember that you must register with them before you get out.

### **10.4. Offender Reintegration Support Service (ORSS)**

The Offender Reintegration Support Service is a QCS funded service deliberated by Mission Australia. If you are within 9mths of a release date and meet other eligibility criteria then you can be referred to the service to receive 1:1 pre-release planning from a support worker who will also offer practical post release assistance in the community. Your ORSS support worker can facilitate referrals to relevant services in your area and assist you to find suitable and stable accommodation

### **10.5. Other transitional support**

If you were an existing client of Disability Services Queensland or the Forensic Mental Health Service before you came to jail, it is important to notify these agencies when you are going to be released. They will be able to work with you, to support you and continue your treatment when you get out. Talk to a counsellor or the Transitions Coordinator to get help to contact these agencies.

### **10.6. Centrelink**

You will be automatically listed for interview with a Centrelink staff member. This will usually occur a few weeks prior to discharge. Any payment due to you will be held in your Trust Account and given to you on your day of discharge.

**Remember help is readily available and will be provided to you promptly.**

**Please ask if you have any questions.**

## **ATTACHMENT 1:**

### **ACOMMODATION STANDARDS FOR CELL PRESENTATION**

**The following conditions must be adhered to:**

- No unapproved items are to be stuck to the walls
- Nothing is to be placed over the air vents
- All property must be stored in the cupboards provided
- All stainless steel fixtures must be clean
- All bedding is to be folded into a bed place on inspection days as per Photograph #1
- Electrical items to be placed on desk only
- Pictures/photographs on display must be within the frame of the board provided
- Cell to be clean and tidy at all times

Tamara Bambrick  
General Manager  
Wolston Correctional Centre

## ATTACHMENT 2:

### AUTHORISED CELL PROPERTY (Prison Issue & Personal Issue)

Bedding		Supplied by Facility	
Item	Number	Item	Number
Mattress and cover	1	Doona	1
Pillow	1	Sheets	2
Pillow case	1	Towel (1 private issue)	2
Cutlery and Crockery		Supplied by Facility	
Item	Number	Item	Number
Plastic Cup	1	Plastic knife	1
Plastic dinner and side plate	1	Plastic fork	1
Plastic bowl	1	Plastic spoon	1
Prison Issue Clothing		Supplied by Facility	
Item	Number	Item	Number
T-shirt	4	Tracksuit Pants	2
Shorts	4	Tracksuit Tops	2
Socks	2	Trousers	1
Footwear	1	Thongs	1
Personal Cell Property		Supplied by Facility	
Item	Number	Item	Number
Educational Material	1 apple box	Personal Papers/Photo	1 Shoe box
Clock radio	1	Portable television (screen size must not exceed 34cm)	1
Music CDs / Tapes in cell	15	Music CDs / Tapes in property	15
Power board	1		
<b>Personal Cell Property... cont...</b>			
Radio/cassette/CD player, overall length including speakers not exceeding 500mm. Price not to exceed \$150.00 as per procedure		Legal material as required for outstanding legal matters	
<b>Personal Cell Property... cont...</b>			
Computer equipment as approved by the general manager	1	Plain wedding ring watch – battery type	1
Underpants (NOT boxer shorts)	6		
Sport Socks Short only	6	Single white	6
Running show (prisoner issue)	1	Running show (personal 1 pr only)	1

### ATTACHMENT 3:

WOLSTON CORRECTIONAL CENTRE - STRUCTURED DAY	
RESIDENTIAL ACCOMMODATION	SECURE ACCOMMODATION
<p>0700 Staff Briefing</p> <p>0710 Headcount (Unlock only of Courts/Escorts/Insulin Dependent Diabetics)</p> <p>0725 Courts/Escorts and Insulin Dependent Diabetics to the Health Centre. Courts/Escorts to then proceed to the Reception Store</p> <p>0730 Main Unlock</p> <p>0735 Landscapers, Bulk Store, Reception Store and Kitchen workers to work</p> <p>0740 Industry Movement                      Movement Finish 0750</p> <p>0745 Medication (incl. S8 Medication) – Residential Activities Room</p>	<p>0700 Staff Briefing</p> <p>0715 Headcount (Unlock only of Courts/Escorts/Insulin Dependent Diabetics)</p> <p>0725 Courts/Escorts/Insulin Dependent Diabetics/to the Health Centre. Courts/Escorts to then proceed to the Reception Store</p> <p>0730 Main Unlock and Prisoner Breakfast</p> <p>0745 Medication (incl. S8 Medication)</p>
<p>0800 Programs E Block and Secure (HISOP)      Session Finish 1150</p> <p>0800 Oval/Gym    Session Finish 0830</p> <p>0830 Voc. Education and Training (M to F)      Session Finish 1125</p> <p>0840 Hobbies*    Session Finish 1120</p>	<p>0800 Programs E Block                                      Session Finish 1150</p> <p>0800 Clinic in Health Centre (incl Educ 1130)</p> <p>0800 Programs Secure (HISOP)                      Session Finish 1200</p> <p>0815 Visits Session 1 Thurs/Fri                      Session Finish 0915</p> <p>0830 Bin Run</p> <p>0830 Visits Session 1 Sat/Sun                          Session Finish 0930</p> <p>0840 Oval/Gym (Odd No. Units)                      Session Finish 0920</p> <p>0900 Murri Art (Tues, Wed and Thur)              Session Finish 1000</p> <p>0900 Prisoner Meal Trolleys</p> <p>0915 Trolleys returned to Main Kitchen</p> <p>0930 Oval/Gym (Even No. Units)                      Session Finish 1010</p>
<p>1030 Muster</p> <p>1055 Staff lunch reliefs begin – 2 sittings Finish 1200</p>	<p>0945 Visits Session 2 Thurs/Fri                      Session Finish 1045</p> <p>1000 Visits Session 2 Sat/Sun                          Session Finish 1100</p> <p>1020 Over 45's Oval/Gym.                              Session Finish 1120</p> <p>1030 Muster and prisoners secured to cell</p> <p>1055 Staff lunch reliefs begin – 2 sittings Finish 1200</p>
<p>1130 TO 1215 HEALTH CENTRE CLOSED</p> <p>1150 E Block and Secure Programs return</p>	<p>1115 Visits Session 3 Thurs/Fri                      Session Finish 1215</p>

<p>1155 Kitchen Workers return to Residential 1155 Prisoner Lunch and Dinner/Trolleys</p>	<p>1130 TO 1215 HEALTH CENTRE CLOSED 1150 E Block and Secure Programs return 1150 Prisoner Lunch/Trolley for Unit S8</p>
<p>1200 Industry Return 1215 Medication to Accommodation Block 1220 Oval Session Finish 1310 1225 Trolleys returned to Main Kitchen 1230 Prisoners to Health Centre - Diabetics and S8 medication only 1235 Programs E Block. Session Finish 1545 1245 Visit Session 1 on Sat/Sun Session Finish 1345</p>	<p>1215 Prisoner Lunch/Trolleys 1215 Medication to Accommodation Block 1235 Programs E Block. Session Finish 1545 1235 Voc. Educ. and Training (M to F) Session Finish 1530 1245 Trolleys returned to Main Kitchen 1245 Prisoners to Health Centre – S8 medication only 1255 Industry Movement Movement Finish 1305</p>
<p>1315 Kitchen Workers to Main Kitchen 1320 Hobbies Session Finish 1520 1330 Visits Session 1 Thurs/Fri Session Finish 1430 1330 Muster</p>	<p>1300 Assessment of Transfers-In by Q Health 1320 Gym (Odd No. Units) Session Finish 1410 1330 Muster</p>
<p>1400 Murri Art (Tues, Wed and Thur) Session Finish 1500 1430 Visits Session 2 on Sat/Sun Session Finish 1530 1500 Visits Session 2 Thurs/Fri Session Finish 1600 1520 Gym Session Finish 1610</p>	<p>1420 Gym (Even No. Units) Session Finish 1510</p>
<p>1555 Staff dinner begins Finish 1700 1545 E Block and Secure Programs and Education return 1650 Kitchen Workers return to Residential</p>	<p>1500 Visits Session for Basic IEP Level (Fri. Only) Finish 1600 1545 E Block and Secure Programs and Education return 1555 Staff dinner begins Finish 1700</p>
<p>1700 Visits Session 3 Thurs/Fri Session Finish 1800 1700 Medication (Incl. S8 Medication)</p>	<p>1700 Medication (Incl. S8 Medication) 1710 Industry Return 1720 Prisoner Dinner/Trolleys 1720 Trade Instructor dinner</p>
<p>1820 to 1840 Lockdown and Muster</p>	<p>1750 Trolleys returned to Main Kitchen 1820 to 1840 Lockdown and Muster</p>
<p>1840 Return and Check of Safety and Security Equipment and Staff Debrief</p>	<p>1840 Return and Check of Safety and Security Equipment Return and Staff Debrief</p>

Version 19

August 2015

## ATTACHMENT 4:

### IEP PRIVILEGE LEVEL TABLE

ELEMENT / PRIVILEGE	BASIC	STANDARD	ENHANCED
Accommodation	Unit S7 – BASIC UNIT	Secure and residential	Residential only (unless exceptional circumstance)
Sentence Plan	On target	Progressing and on target	Actively progressing and on target
Programs	As per BASIC UNIT IMP - in unit only	As per plan	As per plan
Education	As per BASIC UNIT IMP - in unit only	As per plan	As per plan
Employment	As per BASIC UNIT IMP - in unit only	Unit and industries	Domestic, industries and trusted positions
Out of cell hours	8 hours maximum	Full structured day	Full structured day
Television	No – Levels 1 and 2 Yes – Level 3, Week 3 (overnight)	Yes	Yes
Visits	1 hour non-contact	2 hours contact	3 – 4 hours contact (as available in visits)
Family days	No	Yes	Yes
Trust accounts – limit of spending	Cannot access funds in addition to below	Without exceptional circumstances, cannot access funds in addition to below	Can access funds in addition to below
PTS	6 min calls – 7 per week	8 min calls – 21 per week	12 min calls – 28 per week
Buy-up	\$9.55 – Hygiene allowance only	Unemployed & Unwilling to work \$9.55 Hygiene allowance only	What you choose to spend (with upper limit of \$70.00)
		Unemployed & Willing to work \$30.00 max	
		Employed, retired or medically unfit. \$50.00 maximum	
STP	No access	Yes	Yes – addition of items that require manager approval
Personal property	Agency minimum requirements only	Yes	Yes
Recreation	In unit only	As per Activities timetable – oval and gym access	As per Activities timetable – oval and gym access, in addition to residential compound tennis courts and exercise equipment
In-cell activities	No – Level 1	Limited	Yes



	Yes – Level 2 (Supportive material available at this level with completion of What Went Wrong submission)		
Menu	Choice 1 menu only	Menu choice	Menu choice
Ration Choice	No access	USER selection (res only)	USER selection (res only)

## ATTACHMENT 5:

### VISITING TIMES FOR PERSONAL VISITS – SECURE AND RESIDENTIAL ACCOMMODATION

	<b>DAYS</b>	<b>VISIT TIMES</b>
<b>Secure ONLY</b>	Thursday and Friday	8:15am – 9:15am 9:45am – 10:45am 11:15am – 12:15pm
	Saturday and Sunday	8:30am – 9:30am 10:00am – 11:00am
<b>Residential ONLY</b>	Thursday and Friday	1:30pm – 2:30pm 3:00pm – 4:00pm 5:00pm – 6:00pm
	Saturday and Sunday	12:45pm – 1:45pm 2:30pm – 3:30pm
<b>Basic Privileges Level</b>	Friday	3:00pm – 4:00pm

#### Bookings:

Visits are booked by the visitor ringing the "Visits Processing Officer" on **3271 9400** during the allotted booking times. Visitors can be assisted with information about I.D. requirements during the booking phone call.

Monday: 8.30 am to 12:00 - 1:00 pm to 3:30pm  
 Tuesday: 8.30 am to 12:00 - 1:00 pm to 3:30pm  
 Wednesday: 8.30 am to 12:00 - 1:00 pm to 3:00pm

## ATTACHMENT 6:

### IMPORTANT CONTACTS

<p><b>Aboriginal &amp; Torres Strait Islanders Corporation for Legal Services (ATSILS)</b> Level 5, 183 North Quay QLD 4000 Ph: 07 3025 3888</p>
<p><b>Prisoners' Legal Service</b> PO Box 5162 West End QLD 4101</p>
<p><b>Catholic Prison Ministry and Liferaft (CPM)</b> 1/53 Tribune Street, South Brisbane Qld 4101 Ph: 07 3846 7577</p>
<p><b>Ombudsman's Office</b> PO Box 3314 Brisbane Qld 4001</p>
<p><b>Prison Transport Group</b> PO Box 534 Lutwyche Qld 4030 Ph: 07 3357 5888</p>
<p><b>Prisoner and Family Support Association</b> Ph: 07 3221 0088</p>

## ATTACHMENT 7:

### RELIGIOUS VISIT AND SERVICE DAYS

<b>Chaplaincy/days</b>		<b>Weekly activities</b>	
<b>Monday</b>	Salvation Army	<b>Anglican Mass</b>	2 <sup>nd</sup> Monday each month
<b>Tuesday</b>	Prison fellowship	<b>Prayer / medication</b>	Last Monday each month
<b>Wednesday</b>	Catholic	<b>Communion</b>	Every Wednesday
<b>Thursday</b>	Anglican & Inside Out chaplaincy		
<b>Friday</b>	Uniting Church & First Peoples' Chaplaincy	<b>Bible study</b>	Every Friday
<b>Saturday</b>	Inside out Chaplaincy IOC	<b>Alpha bible study</b>	Every Saturday
<b>Sunday</b>	Rotating Chaplains	<b>Sunday service</b>	

## ATTACHMENT 8:

### COMMUNITY AUTO DIAL LIST:

To **DIAL** the common auto dial listed numbers below, proceed as follows:

1. Enter your telephone account number (IOMS #)
2. Enter your PIN number
3. Press the asterisks (\*) and then the hash (#)
4. Press zero (0)
5. Then press the number that coincides with the required telephone number listed below (see example below)

### FREE NUMBERS THAT ARE CURRENTLY AVAILABLE:

(1) Ombudsman's Office	Monday Thursday	9:30am to 11:30am 2:00pm to 4:00pm
(2) Children's Commission	Monday Wednesday	9:00am to 5:00pm 9:00am to 5:00pm
(3) Crime & Misconduct Commission	Monday to Friday	9:00am to 5:00pm
(4) Legal Aid Queensland	Monday to Friday	9:00am to 5:00pm
(5) Prisoners Legal Service	Monday to Friday	9:00am to 5:00pm
(6) Prisoners Legal Service – Parole Assistance	Wednesdays	9:00am to 1:00pm
(7) Crimestoppers	Operational phone hours	
(8) Child Support Agency	Monday to Friday	9:00am to 5:00pm
(9)		
(10) Centre Intelligence Unit	Monday to Friday	9:00am to 5:00pm
(11) State Penalties Enforcement Registry (SPER)	Monday to Friday	9:00am to 5:00pm
(12) Hep C	Monday to Friday	9:00am to 5:00pm
(13) QUIT Helpline	Monday to Friday	9:00am to 5:00pm
(14) Aboriginal and Torres Strait Islander Legal Services	Monday to Friday	9:00am to 4:30pm
(15) Prisoner Debt Recovery	Monday to Friday	9:00am to 5:00pm
(16) Health Complaints Commission	Monday to Friday	9:00am to 5:00pm

#### Example:

You wish to place a free call to these numbers during the times available:

After you have entered your account number and PIN number:

Press (\*) then (#) then (0) then (1) (FOR NUMBERS 1-9)

Press (\*) then (#) then (10) or (16) (FOR NUMBERS 10-16)

To **VIEW** the numbers on the common auto dial list

- Enter your telephone account number (IOMS #)
- Enter your PIN number
- Press the Asterisk (\*) twice
- Then press a number (01 to 16) to view the telephone number available



Home > Contacts > All Contacts

## Contact details

- [Head Office](#)
- [Correctional Centres](#)
- [Private Providers](#)
- [Probation and Parole Regional Offices](#)
- [Probation and Parole District Offices](#)
- [Probation and Parole Reporting Centres](#)
- [Community Custody Centres](#)
- [Parole Boards](#)
- [Stakeholders and Support Groups](#)
- [Contact us online](#)

## Contacts to suit your needs

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[Who do I call if I want to visit a relative in prison?](#)

[I am a victim of crime. Is there somewhere I can register my details to receive information about an offender who has been convicted of a violent offence?](#)

[I'm interested in working for corrective services. Where can I find information about applying for jobs within QCS?](#)

## Contacts across the Agency

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### Head Office

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#### General

Phone: 07 3227 7111  
 State Law Building, 50 Ann St, Brisbane QLD 4000  
 GPO Box 1054, Brisbane QLD 4001

#### Office of the Commissioner

Phone: 07 3239 3979  
 Fax: 07 3211 7384  
 Level 24, State Law Building, 50 Ann St, Brisbane QLD 4000

#### Statewide Operations Directorate

Phone: 07 3239 0596  
 Fax: 07 3239 0600  
 Level 19, State Law Building, 50 Ann St, Brisbane QLD 4000

#### Specialist Operations Directorate

Phone: 07 3227 7489  
 Fax: 07 3224 6925  
 Level 19, State Law Building, 50 Ann St, Brisbane QLD 4000



## **Correctional Centres**

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### **Brisbane Correctional Centre**

(formerly Sir David Longland Correctional Centre)  
Phone: 07 3274 9444  
Fax: 07 3274 9514  
Station Road, Wacol QLD 4076  
Locked Bag 2600, Mt Ommaney QLD 4074

### **Brisbane Women's Correctional Centre**

Phone: 07 3271 9000  
Fax: 07 3271 9029  
Grindle Road, Wacol QLD 4076  
Locked Bag 2500, Archerfield QLD 4108

### **Capricornia Correctional Centre**

Phone: 07 4912 6200  
Fax: 07 4912 6203  
Bruce Highway, North Rockhampton QLD 4701  
Locked Mail Bag 11, Redhill Rockhampton QLD 4701

### **Helana Jones Centre**

Phone: 07 3624 8033  
Fax: 07 3262 3657  
374 Sandgate Road, Albion QLD 4010  
PO Box 30, Albion QLD 4010

### **Lotus Glen Correctional Centre**

Phone: 07 4093 3911  
Fax: 07 4093 3951  
Chettle Road, Mareeba QLD 4880  
Private Mail Bag 1, Mareeba QLD 4880

### **Maryborough Correctional Centre**

Phone: 07 4123 7600  
Fax: 07 4123 7680  
Stein Road, Aldershot QLD 4650  
Locked Mail Bag 1700, Maryborough QLD 4650

### **Numinbah Correctional Centre**

Phone: 07 5533 4131  
Fax: 07 5533 4176  
2458 Nerang-Murwillumbah Road, Numinbah Valley QLD 4211  
Private Mail Bag 1, Nerang QLD 4211

### **Palen Creek Correctional Centre**

Phone: 07 5544 3700  
Fax: 07 5544 3165  
12113 Mt Lindesay Highway, Rathdowney QLD 4287  
Private Mail Bag 1, Rathdowney QLD 4287

### **Townsville Correctional Complex**

Phone: 07 4799 8444  
Fax: 07 4799 8501  
22 Dwyer Street, Townsville QLD



4811  
PO Box 5574, Townsville QLD 4810

**Wolston Correctional Centre**

Phone: 07 3271 9500  
Fax: 07 3271 9423  
Grindle Road, Wacol QLD 4076  
Locked Bag 2000, Archerfield 4108

**Woodford Correctional Centre**

Phone: 07 5496 1111  
Fax: 07 5496 1886  
Neurum Road, Woodford QLD 4514  
Private Mail Bag 1, Woodford QLD 4514

**Private Providers**

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**Arthur Gorrie Correctional Centre**

Phone: 07 3212 0411  
Fax: 07 3212 0415  
3068 Ipswich Road, Wacol QLD 4076  
Locked Bag 1300, Archerfield QLD 4108

**Southern Queensland Correctional Centre**

Phone: 07 5466 6888  
Fax: 07 5466 6889  
Millers Road, Spring Creek QLD 4343  
Locked Bag 1008, Gatton QLD 4343

**Probation and Parole Regional Offices**

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**Brisbane Regional Office**

Phone: (07) 3336 0830  
Fax: (07) 3336 0837  
42 Cleveland St. Greenslopes 4120  
PO Box 1107, Coorparoo DC QLD 4151

**Far Northern Regional Office**

Phone: 07 4039 8210  
Fax: 07 4039 8208  
H & S Vision Building  
Level 1, 120 Bunda Street, Cairns QLD 4870  
PO Box 599, Cairns QLD 4870

**North Coast Regional Office**

Phone: 07 5470 8030  
Fax: 07 5470 8097  
Level 3, Cornmeal House, 27 Cornmeal Parade, Maroochydore QLD 4558  
PO Box 604, Maroochydore QLD 4558

**Central Regional Office**

Phone: 07 4938 4711  
Fax: 07 4938 4547  
Block F, Courts Complex, Bolsover St, Rockhampton QLD 4700  
PO Box 915, Rockhampton QLD 4700



**South Coast Regional Administration Office**

Phone: 07 5503 5200

Fax: 07 5562 1331

HQ Building, 7/58 Riverwalk Avenue, Robina QLD 4226

PO Box 4024, Robina Town Centre. QLD 4230

**Southern Regional Office**

Phone: 07 3819 7892

Fax: 07 3819 7801

5-7 Wharf Street, Ipswich QLD 4305

PO Box 317, IPSWICH QLD 4305

**Northern Region Office**

Phone: 07 4760 7587

Fax: 07 4760 7588

Level 1, Commonwealth Centre, 143 Walker Street, Townsville QLD 4810

PO Box 606, Townsville QLD 4810

**Probation and Parole District Offices**

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**Beenleigh (South Coast Region)**

Phone: 07 3884 8870

Fax: 07 3884 8892

101 George Street, Beenleigh QLD 4207

PO Box 609, Beenleigh QLD 4207

**Brisbane Central (Brisbane Region)**

Phone: 07 3406 6077

Fax: 07 3406 6099

50 - 56 Little Edward St, Spring Hill QLD 4004

PO Box 459, Spring Hill QLD 4004

**Brisbane North (Brisbane Region)**

Phone: 07 3405 5411

Fax: 07 3405 5405

766 Gympie Rd, Chermside QLD 4032

PO Box 146, Virginia DC QLD 4014

**Brisbane South (Brisbane Region)**

Phone: 07 3336 0830

Fax: 07 3336 0837

Level 1, 449 Logan Road, Greenslopes 4120

PO Box 1107, Coorparoo DC QLD 4151

**Bundaberg (Central Region)**

Phone: 07 4131 5430

Fax: 07 4131 5431

2nd Floor, Claude Wharton Building, 46 Quay St, Bundaberg QLD 4670

PO Box 1354, Bundaberg QLD 4670

**Burleigh Heads (South Coast Region)**

Phone: 07 5569 7910

Fax: 07 5569 7911

1805 Gold Coast Highway, Burleigh Heads QLD 4220

PO Box 315, Burleigh Heads QLD 4220



**Caboolture (North Coast Region)**

Phone: 07 5431 2566  
Fax: 07 5431 2577  
Lake Centre Unit 8, 22 King Street, Caboolture QLD 4510  
PO Box 727, Caboolture QLD 4510

**Cairns (Far Northern Region)**

Phone: 07 4039 8210  
Fax: 07 4039 8208  
H & S Vision Building  
Level 1, 120 Bunda Street, Cairns QLD 4870  
PO Box 599, Cairns QLD 4870

**Emerald (Central Region)**

Phone: 07 4983 7444  
Fax: 07 4983 7466  
21 Hospital Road, Emerald QLD 4720  
PO Box 1167, Emerald QLD 4720

**Gladstone (Central Region)**

Phone: 07 4971 2380  
Fax: 07 4971 2389  
Level 2, Govt. Building, Cnr Roseberry St & Oaka Lane, Gladstone QLD 4680  
PO Box 836, Gladstone QLD 4680

**Gympie (North Coast Region)**

Phone: 07 5480 5400  
Fax: 07 5480 5409  
State Govt. Building, Cnr Lawrence & Mellor Sts, Gympie QLD 4570  
PO Box 1225, Gympie QLD 4570

**Hervey Bay (North Coast Region)**

Phone: 07 4125 9200  
Fax: 07 4125 9209  
Ground floor, Brendan Hansen Building, 50-54 Main St, Pialba QLD 4655  
PO Box 965, Hervey Bay QLD 4655

**Inala (Brisbane Region)**

Phone: 07 3362 9270  
Fax: 07 3362 9288  
Shop 12, Hoa Binh Arcade, Inala Civic Centre, Corsair Avenue, Inala QLD 4077  
PO Box 330, Inala QLD 4077

**Innisfail (Far Northern Region)**

Phone: 07 4048 3344  
Fax: 07 4061 6321  
14 Glady St, Innisfail QLD 4860  
PO Box 1110, Innisfail QLD 4860

**Ipswich (Southern Region)**

Phone: 07 3819 7800  
Fax: 07 3819 7801  
5-7 Wharf St, Ipswich QLD 4305  
PO Box 317, Ipswich QLD 4305

**Kingaroy (North Coast Region)**

Phone: 07 4164 0210  
Fax: 07 4162 5161  
3/16 Alford Street, Kingaroy QLD 4610  
PO Box 1004, Kingaroy QLD 4610

**Logan City (South Coast Region)**

Phone: 07 3884 9688  
Fax: 07 3884 9651  
6 Ewing Road, Woodridge QLD 4114  
PO Box 450, Woodridge QLD 4114

**Mackay (Central Region)**

Phone: 07 4967 0740  
Fax: 07 4967 0882  
State Government Building  
44 Nelson Street  
Mackay QLD 4740  
PO Box 993, Mackay QLD 4740

**Mareeba (Far Northern Region)**

Phone: 07 4048 4777  
Fax: 07 4092 4026  
222 Byrnes St, Mareeba QLD 4880  
PO Box 146, Mareeba QLD 4880

**Maroochydore (North Coast Region)**

Phone: 07 5470 8030  
Fax: 07 5470 8053  
Level 3, Cornmeal House, 27 Cornmeal Parade, Maroochydore QLD 4558  
PO Box 604, Maroochydore QLD 4558

**Mount Isa (Northern Region)**

Phone: 07 4747 2044  
Fax: 07 4747 2147  
8 Miles St, Mount Isa QLD 4825

**Mt Gravatt (Brisbane Region)**

Phone: 07 3243 8500  
Fax: 07 3243 8511  
Level One, 33 Sanders St, Upper Mt Gravatt, QLD 4122  
PO Box 2335, Mansfield QLD 4122

**Pine Rivers (Brisbane Region)**

Phone: 07 3384 8201  
Fax: 07 3384 8208  
Level 1, 199 Gympie Road, Strathpine QLD 4500  
PO Box 2141, Strathpine QLD 4500

**Redcliffe (Brisbane Region)**

246 Anzac Avenue, Kippa-Ring 4021  
PO Box 490, Kippa-Ring 4021  
Phone: (07) 3884 1322  
Fax: (07) 3884 1311



**Redlands (Brisbane Region)**

Phone: 07 3245 0244

Fax: 07 3823 3875

Bayside Village Shopping Centre, Shops 8-12, 194-200 Old Cleveland Road, Capalaba QLD 4157  
PO Box 486, Capalaba DC QLD 4157**Rockhampton (Central Region)**

Phone: 07 4938 4711

Fax: 07 4938 4547

Block F, Courts Complex, Bolosover St, Rockhampton QLD 4700

PO Box 915, Rockhampton QLD 4700

**Roma (Southern Region)**

Phone: 07 4624 3020

Fax: 07 4624 3028

44-46 Bungil St (corner Arthur Street), Roma QLD 4455

PO Box 558, Roma QLD 4455

**Southport (South Coast Region)**

Phone: 07 5583 5555

Fax: 07 5583 5552

4/83 Scarborough St, Southport QLD 4215

PO Box 476, Southport QLD 4215

**Thuringowa (Northern Region)**

Phone: 07 4760 9822

Fax: 07 4760 9846

Units 4-5, Kirwan Plaza, 40 Thuringowa Drive, Kirwan, Thuringowa QLD 4817

PO Box 650, Kirwan QLD 4817

**Thursday Island (Far Northern Region)**

Phone: 07 4090 2048

Fax: 07 4090 2061

Level 1, 80-82 Douglas Street, Thursday Island QLD 4875

PO Box 1011 Thursday Island QLD 4875

**Toowoomba (Southern Region)**

Phone: 07 4616 1600

Fax: 07 4616 1620

171 Hume St, Toowoomba QLD 4350

PO Box 559, Toowoomba QLD 4350

**Townsville (Northern Region)**

Phone: 07 4760 7568

Fax: 07 4760 7565

Level 2, Commonwealth Centre, 143 Walker Street, Townsville QLD 4810

PO Box 606, Townsville QLD 4810

**Wynnum (Brisbane Region)**

Phone: 07 3362 9050

Fax: 07 3362 9060

Unit 4, 63 Bay Terrace, Wynnum QLD 4178

PO Box 242, Wynnum QLD 4178

## **Probation and Parole Reporting Centres**

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### **Aurukun**

Phone: 07 4083 4001  
Fax: 07 4060 6255  
Lot 509 Kang Kang Road, Aurukun QLD 4871  
c/- Aurukun Post Office, Aurukun QLD 4871

### **Cannonvale**

Phone: 07 4948 2978  
Fax: 074948 2979  
Whitsunday Professional Centre, 9 Island Drive, Cannonvale QLD 4802

### **Charleville**

Phone: 07 4656 5070  
Fax: 4656 5077  
30 Wills Street, Charleville QLD 4470  
PO Box 99, Charleville QLD 4470

### **Cooktown**

Phone: 07 4069 6814  
Fax: 07 4069 6094  
14 Walker Street, Cooktown QLD 4895  
PO Box 14, Cooktown QLD 4895

### **Dalby**

Phone: 07 4672 1800  
Fax: 07 4672 1803  
132 Cunningham Street, Dalby QLD 4405  
PO Box 362, Dalby QLD 4405

### **Doomadgee**

Phone: 07 4745 8309  
Fax: 07 4745 8317  
Doomadgee Court House, Doomadgee QLD 4830  
PMB 7 MS 179 via Burketown QLD 4830

### **Longreach**

Phone: 07 4658 0592  
Fax: 07 4650 1288  
138 Eagle Street, Longreach QLD 4730  
PO Box 161, Longreach QLD 4730

### **Maryborough**

Phone: 07 4121 1850  
Fax: 07 4121 1936  
76 Bazaar Street, Maryborough QLD 4650

### **Mornington Island**

Phone: 07 4745 7364  
Fax: 07 4745 7390  
Lardill Street, Mornington Island QLD 4871  
c/- Mornington Island Post Office, Mornington Island QLD 4871

### **Noosa**



Phone: 07 5473 8440  
Fax: 07 5473 8444  
1 Langura Street, Noosa Heads QLD 4567

**Normanton**

Phone: 07 4745 1243  
Fax: 07 4745 1526  
36 Landsborough Street, Normanton QLD 4890  
PO Box 466, Normanton QLD 4890

**Palm Island**

Phone: 07 4791 5164  
Fax: 07 4791 5165  
Lot 74 Main Street, Palm Island QLD 4816  
c/- Palm Island Post Office, Palm Island QLD 4816

**Sandgate**

Phone: 07 3631 8250  
Fax: 07 3631 8251  
84 Keogh Street, Sandgate QLD 4017

**Warwick**

Phone: 07 4667 5107  
Fax: 07 4667 5111  
51a Wood Street, Warwick QLD 4370  
PO Box 111, Warwick QLD 4370

**Weipa**

Phone: 07 4069 8129  
Fax: 07 4069 8155  
2 Commercial Avenue, Weipa QLD 4874  
PO Box 1010, Weipa QLD 4874

**Woorabinda**

Phone: 07 4925 9000  
Fax: 07 4925 9001  
201 Carbine Street, Woorabinda QLD 4713

**Community Custody Centres**

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**Helana Jones**

Phone: 07 3624 8033  
Fax: 07 3262 3657  
374 Sandgate Rd, Albion QLD 4010  
PO Box 30, Albion QLD 4010

**Parole Boards**

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**Queensland Parole Board**

Phone: 07 3406 2418  
GPO Box 1054, Brisbane QLD 4001

**Southern Queensland Regional Parole Board**

Phone: 07 3406 2418  
GPO Box 1054, Brisbane QLD 4001

**Central and Northern Queensland Regional Parole Board**

Phone: 07 4799 8427  
PO Box 5574, Townsville QLD 4810

**Stakeholders and Support Groups**

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**Aboriginal and Torres Strait Islander Advisory Board**

Phone: 07 3224 2717  
Fax: 07 3224 7329  
PO Box 397, BRISBANE QLD 4002

**ACRO**

Phone: 07 3221 0088  
Fax: 07 3221 0878  
PO Box 440, LUTWYCHE QLD 4030

**Alcohol and Drug Foundation Queensland**

Phone: 07 3832 3798  
Fax: 07 3832 2527  
PO Box 332, SPRING HILL QLD 4004

**Boystown Legal Service**

Phone: 07 3387 4555  
Fax: 07 3808 5003  
PO Box 804, WOODRIDGE QLD 4114  
1 Mary Street, KINGSTON QLD 4114

**Buddhist Spiritual Care Services**

Phone: (M) 0409 619 203  
Post: PO Box 1135, OXLEY, QLD, 4075  
Email: [BuddhistSpiritualCareServices@gmail.com](mailto:BuddhistSpiritualCareServices@gmail.com)

**Aboriginal Legal Service**

Phone: 07 3221 1448  
Fax: 07 3221 0740  
PO Box 1305 George Street, BRISBANE QLD 4003

**Brisbane Council of Elders**

Phone: 07 3398 6396  
Fax: 07 3844 0664  
121 Cordelia Street, SOUTH BRISBANE QLD 4101

**Catholic Prison Ministry**

Phone: 07 3846 7577  
Fax: 07 3846 5207  
PO Box 5251 West End Qld 4101  
20 Merivale Street SOUTH BRISBANE QLD 4101  
Email: [cpm@cpmqld.com](mailto:cpm@cpmqld.com)  
Web: [www.catholicprisonministry.org.au](http://www.catholicprisonministry.org.au)

**Prison Fellowship Queensland**

PO Box 3310  
Norman Park, Qld 4170  
Ph 07 3399 3190



Fax 07 3399 7193  
Email: [qld.office@prisonfellowship.org.au](mailto:qld.office@prisonfellowship.org.au)  
Web: [www.prisonfellowship.org.au](http://www.prisonfellowship.org.au)

**State Chaplaincy Board**

Phone: 0409269678  
C/- PO Box 3432,  
Sunnybank South Qld 4109  
Web: [www.statechaplaincyboard.com](http://www.statechaplaincyboard.com)

**Department of Child Safety**

Phone: 07 3224 8045  
Fax: 07 3404 3570  
GPO Box 806 Brisbane, QLD 4001

**Department of Communities**

Phone: 13 13 04  
Fax: 07 3404 3570  
GPO Box 806 Brisbane, QLD 4001

**Department of Justice and Attorney-General**

Phone: 07 3239 6911  
Fax: 07 3239 6419  
GPO Box 149, BRISBANE QLD 4001

**Drug Arm**

Phone: 1300 656 800  
Fax: 07 3392 9846  
Email: [info@drugarm.com.au](mailto:info@drugarm.com.au)  
PO Box 590, BRISBANE QLD 4001

**Legal Aid Queensland**

Phone: 07 3238 3444  
Fax: 07 3238 3014  
GPO Box 2449, BRISBANE QLD 4001

**Liferaft C/- Catholic Prison Ministry**

Phone: 07 3700 5990  
Fax: 07 3846 5207  
53 Tribune Street, SOUTH BRISBANE QLD 4101

**North Queensland Prisoners Aid Society Inc**

PO Box 596, Castletown Qld 4812

**Anglicare Operation Kinder Community**

Phone: 07 3816 0900  
Fax: 07 3816 0900  
PO Box 5090, BRASSALL QLD 4305

**Prison Transport Group**

Phone: 07 3391 1911  
Bookings: 1800 334 379  
Fax: 07 3357 5999  
PO Box 534, LUTWYCHE QLD 4030  
Email: [prisontransport@bigpond.com](mailto:prisontransport@bigpond.com)





**Prisoners' Legal Service**

Phone: 07 3846 5074  
Fax: 07 3844 2703  
PO Box 5162, WEST END QLD 4101

**Queensland Homicide Victims Support Group**

Phone: 07 3857 4744  
PO Box 292, LUTWYCHE QLD 4030

**Queensland Ombudsman**

Phone: 07 3005 7000  
Fax: 07 3005 7067  
Level 17, 53 Albert Street, BRISBANE QLD 4000  
GPO Box 3314 BRISBANE QLD 4001  
Email: [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)  
Web: [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

**Queensland Council for Civil Liberties**

Phone: 07 3211 3811  
Fax: 07 3211 3737  
GPO Box 2281, BRISBANE QLD 4001

**Queensland Law Society**

Phone: 07 3842 5839  
Fax: 07 3221 9329  
GPO Box 1785, BRISBANE QLD 4001

**Community Bridges**

Phone: 07 3818 2028  
Fax: 07 3818 2028  
PO Box 398, Goodna 4300  
Email: [info@cb.org.au](mailto:info@cb.org.au)  
Web: [www.cb.org.au](http://www.cb.org.au)

**Sisters Inside**

Phone: 07 3844 5066  
Fax: 07 3844 2788  
PO Box 3407, SOUTH BRISBANE QLD 4103  
80 Victoria Street, West End 4101

**St Vincents Community Services**

PO Box 912, FORTITUDE VALLEY QLD 4006

**Victims Counselling Support Service**

Phone: 1300 130 703  
(provided by Relationships Australia)

**Victims of Stalking Support Group**

PO Box 102, STONES CORNER QLD 4120

**Women's Legal Service**

Phone: 07 3392 0670  
Outside Brisbane Freecall: 1800 677 278  
Fax: 07 3392 0658



387 Ipswich Road, ANNERLEY QLD 4103  
PO Box 119, ANNERLEY QLD 4103  
Web: [www.wlsq.org.au](http://www.wlsq.org.au)

**Family and Friends of Drug Dependant People**  
PO Box 213, NEW FARM QLD 4005

**Stonewall Medical Centre**  
Phone: 07 3857 1222  
52 Newmarket Road, WINDSOR QLD 4030

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