Queensland Corrective Services

Prisoner Information Booklet



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 fordrugs, bullying, victimisation, violence and harassment.

You will be treated with respect, and you must treat others with respect. This includes staff, other prisoners, and visitors. 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 secureyour release from custody at the first available opportunity.

Deputy Commissioner Queensland Corrective Services

Prisoner Information Booklet

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Section 1

Staff

Correctional centres are staffed by professionals who maintain the security, safety and good order of the correctional centre and to help you cope and make the most of your time in custody.

1. COMING INTO CUSTODY

You were:

- Photographed
- Issued a receipt for any cash that you had
- Inducted into the centre including behaviour and discipline expectations, programs, the complaints process, work, visits, mail and telephone access.
- Searched
- Seen by medical staff and a counsellor
- Allowed to make a phone call
- Issued with toiletries, a bed pack, footwear and clothes.

Transgender prisoners

If you identify as transgender, please ensure corrections staff are made aware of this upon your arrival at the centre.

More information - page 5

Accommodation

Cells contain a bed, shower and toilet which you must keep clean and tidy. In your cell, you can only have some personal items (clothes, socks, underwear, watch, writing material), a television (hire costs involved) and an approved nominated religions text.

You are not allowed to sell, borrow, lend or trade your property to any other prisoner.

If your cell is damaged when you move into it, let staff know. Remember it is an offence to damage centre property.

Prisoner conduct

You are responsible for your own behaviour so follow the rules, behave, work and/or study and your time inside will be easier.

You should address and treat corrections staff in an appropriate manner and staff will do the same to you.

PERSONAL SAFETY TIPS

- Be AWARE of your environment at all times
- Do NOT give personal information to other prisoners
- Remain VISIBLE to staff
- STAY with a group
- Do NOT make yourself at risk by gambling, asking favours or borrowing items
- Do NOT allow other prisoners into your cell
- Do NOT go into another prisoner's cell

More information - page 5

VIOLENCE, BULLYING and HARASSMENT

Queensland Corrective Services **does not tolerate** any form of violence, bullying or harassment including sexual harassment.



Violence causes physical, emotional and psychological harm to victims.

If you are a victim of violence, bullying or harassment, report the incident to staff immediately.

More information below

FURTHER INFORMATION:

TRANSGENDER PRISONERS

Queensland Corrective Services is committed to equality, diversity, inclusion and respect for human rights as per the *Anti-Discrimination Act 1991*.

If assistance is required an appointment can be made to see a psychologist in the Centre.

Gender Health Services Stakeholder and Support Group contact numbers can be found in Section 6.

STAYING SAFE INFORMATION

Staying Safe Strategy Priorities

- A safe workplace and environment for all staff, prisoners, visitors, service providers and stakeholders.
- Zero tolerance to any form of violence and antisocial behaviour.

VIOLENCE, BULLYING, HARASSMENT

Violence is when a person is abused, threatened or assaulted. It is shameful behaviour and is nothing to be proud of and it will not be tolerated.

Prisoner Information Booklet

Bullying is unwanted, humiliating and threatening behaviour towards another person/s.

Harassment including sexual harassment is unwanted attention that can be physical, spoken or unspoken.

- Violence in any form is not tolerated
- Everyone is responsible for preventing violence
- Everyone is entitled to be safe in our facilities
- Offensive comments, jokes and gestures, repeated comments about a person's sexual preferences or practices,
- Standover tactics,
- Stalking and/or unwanted and/or inappropriate physical contact or demands for sexual favours.

If you assault, harass, or bully anyone, you may be subject to some of the following:

- police investigation which may result in a criminal charge;
- a breach of discipline;
- placement on an intensive management plan;
- a review of your current placement which may result in a transfer to another correctional facility or a maximum security unit.

Section **2**

DAILY ROUTINE



Musters

Musters are conducted at set times during the day. You must assemble at a particular area for identification.

Head counts

Random head counts are conducted during the day and night.

Meals

- Meals are provided in a common area or your cell depending what centre you are in
- You may be allowed to prepare your own meals in some units
- If you need a special or medically prescribed diet, you must apply for it.

IDENTIFICATION CARDS



- Wear your ID card at all times when moving around the centre.
- If you do not wear your ID this may be a breach of discipline.
- If you lose / damage your ID card, or change your appearance you will have to pay for a new card.

PHONE

Prisoner Telephone System (PTS)



The phone system in your unit operates on a 4 digit Personal Identification Number (PIN) which you choose. **Don't use your IOMS number.**

Every person you put on your phone list will be contacted to check if they want you to call them.

- All calls (except legal calls and calls to the Ombudsman and certain other numbers) are recorded and monitored.
- Calls are **not** to be diverted to other numbers or mobiles.
- You can only call approved numbers and you are not to join in conference calls.

If you have a domestic or family violence protection or restraining order with a non-contact condition, you are not permitted to phone or speak to any person named on that order.

You are not allowed to receive phone calls. Advise staff if there is a family emergency.

List of numbers you MUST NOT call - page 16

Paying for calls

A phone account will be set up using your own money. You can transfer up to \$300 from your trust account into your phone account.

You can use the community list of numbers as well as your personal phone list.



MAIL



Incoming mail

- No limit to the number of letters you can send or receive.
- Photos of children must have a Statutory Declaration which states the name of all the children, what the relationship is between you and the child and also the relationship between you and the person who sent the photo in.
- Mail will be opened and searched before it is given to you

All outgoing mail (except privileged mail) must be left unsealed.

Address letters as follows:



The country (if outside Australia) on line 4.

THE BACK OF THE ENVELOPE <u>MUST</u> HAVE YOUR NAME AND A RETURN ADDRESS, OR IT GETS SENT TO INTEL, AND WILL NOT GET TO THE PERSON YOU WERE SENDING IT TO.

Put your name (including surname) on the first line and then the postal address of the correctional centre that you are in.

Your name and the correctional centre address on back flap of envelope.



If you have a domestic or family violence protection or restraining order with a non-contact condition, **you are not permitted to write to people named on the order**.

More information on approved photographs - page 16

You may receive religious reading materials, underwear and clothing for court through the mail, if approved.

If you receive mail that is considered a threat to security or safety of the centre it will be seized.

PRIVILEGED MAIL

Privileged mail is official mail that you send or receive and it may be searched for contraband but only in your presence. It is not opened in the Mail Room.

A staff member will give you a blue envelope for your privileged mail.

Privileged mail may only be searched in your presence and may be seized if contains information that is a risk to the centre.



MONEY

Trust accounts

- A trust account is set up and you can transfer money from your own bank account, or friends / family can also put money in.
- Cheques or money orders sent to you should be no more than \$500.

The maximum you can have in your trust account is \$1,000.

You can contact your bank to arrange for a family member to transfer money from your bank account to your trust account.

Canteen / Buy-ups

Buy-up (Canteen list) is held each week or fortnight and you can buy items on that list.

Fill out your canteen list and return it to staff, so that they can check that you have enough money in your trust account to pay for your order.

Tamper Labels

Tamper labels will be placed on some of your electrical property.



PROHIBITED ITEMS

You are not allowed to have on you, or in your cell prohibited items including;

- Weapons, grappling hooks, cutting instruments, ammunition, explosives, flammable substances
- drugs, alcohol, false identification, passports, mobile phones, modems, scanners and;
- tattoo guns, unauthorised keys or any other item that might endanger the safety of others, or which might facilitate an escape
- Smoking or smoking related products or smokeless tobacco products anywhere on the grounds of a correctional facility.

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

Breaches of discipline

Breach of discipline can include things like disobeying an officer, gambling or taking medication that is not yours. If a breach is proven, you may be reprimanded, lose your privileges or separate confinement.

Loss of privileges may include:

 Not attending an activity, course / program 	 Not making or receiving phone calls, other than to your lawyer or the Ombudsman
 No association with particular prisoners 	Not using electronic media
No access to a musical instrument	 Not using library facilities
Only buying essential toiletries, writing materials and stamps	 Not able to access your property
Not receiving contact visits	 You may be moved to a different unit or correctional centre

Searches



You, your cell and your property will be searched randomly during your time in custody.

Searches may include a scanning search or a general search.

- Personal search may occur any time for example, when you leave a kitchen or workshop
- Removal of clothing search two officers of your own gender will conduct the search.

Body searches

Conducted by a medical officer and nurse, one of whom must be the same gender as you. The General Manager may order a body search if it is believed:

- 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 item/s, if it is considered that it is safe to do so.

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.

If English is not your first language, interpreter services and/or a translation dictionary will be provided to assist you to communicate.

The requirements of the *Anti Discrimination Act 1991* will also apply to decisions on your prisoner management.

Meals for cultural, religious or lifestyle reasons

Alternative meals may be ordered on religious, cultural or lifestyle grounds but you must apply to the General Manager, stating what you need and your reason.

Religion and religious visitors



Correctional centres have a chapel or special area for religious services.

Chaplains visit correctional centres each day.

If a representative from your religion does not visit the centre, you can speak to the unit manager who will assist you.

VISITS

Personal Visits

You are entitled to a visit from a personal visitor once a week

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

A personal visit must be a non-contact visit unless otherwise approved before the visit.

Visits from a professional visitor do not count as a personal visit.

More visits information - page 18

Law enforcement officers – Police officers

If a police officer asks to see you, it is your choice whether you speak with them. If you choose not to be interviewed, you must go to the interview room and tell them.

Legal visitors

Your legal representative can interview you out of hearing, but not out of sight, of the corrective services officer.

Interpreters

If you need an interpreter, or a translation dictionary, you can ask a staff member.

EXERCISE and ACTIVITIES (may include)



Each centre has programs including team and individual sports. Your access to activities may be determined by your placement, behaviour and/or management plan.

gym work	table tennis	leatherwork
aerobics	calligraphy	music
tennis	screen printing	chess
football	painting	hairdressing
cricket	pottery	dressmaking.

These activities may not be available to you if you are on a Safety Order.

EMPLOYMENT



Correctional centres provide industries, education programs, training and employment.

You are expected to work but this will depend on your security classification and behaviour.

INDUSTRIES – general list (may include)



Baking	Farm work
Carpentry	Landscaping
Cleaning and maintenance	Laundry work
Office duties	Nursery work

Security

If you have a low security classification you may be eligible for transfer to a low security centre.

Prisoners who have been convicted of a sexual offence either within the current episode or on their criminal history (including interstate, national or historical offences) are prohibited from being accommodated in a low custody centre. Thismay also include offences which are determined to be sexually motivated.

Prisoners sentenced to life imprisonment may be considered for placement in a low security centre where exceptional circumstances exist. It is the responsibility of the individual prisoner to put forward a submission regarding their claim for exceptional circumstances.

WORK PROGRAM



• You have to be at a low security facility to be eligible to transfer to a work camp.

• Work camps help you learn skills to get a job when you are released.

Work performed at the work camps include maintenance and restoration work.

EDUCATION and TRAINING

Correctional centres with industry workshops provide work training.

Remand and sentenced prisoners may be entitled to vocational training, for example, engineering, and hospitality, etc. You may also be able to enrol in distance education courses for high school, TAFE and university.

Most centres have courses in reading, writing and math skills.

Talk to an education officer to find out more.

Full-time study

There are limited places available for full-time students.

Library services



Most centres have a library. Your access may depend upon your placement, behaviour and/or management plans.

Computer Access

All centres have resource computers that can be used for legal and approved educational purposes by request.

An in-cell rental computer or off-line personal device may be approved for educational or vocational programs. In-cell laptops are also available for legal use. Speak with the education officer to find out more.

YOUR HEALTH AND WELL-BEING



Medical screening and examinations

Registered nurses conduct your medical examination soon after you arrive in custody.

Programs and Counselling

All correctional centres offer programs to help you address your offending behaviour and to assist you to plan for your return to the community.

If you are serving over 12 months in custody, you will receive an assessment and a plan that could include requirements to complete one or more programs. Some specialised programs are only delivered in certain locations, so you may need to transfer to another centre to access a program.

If you are serving less than 12 months in custody, you can still ask staff to participate in programs.

Programs include:

- culturally specific programs
- general offending
- substance abuse
- violence; and
- sexual offending

Most programs are group programs but some are one on one.

You may also be required to undergo a psychological assessment.

Counselling and assessment

Psychologists and counsellors provide assessment, counselling and support.

Specialist services

Alcoholics Anonymous, Gamblers Anonymous and Narcotics Anonymous visit some centres. Indigenous counsellors are also available at most centres.

Suicide prevention



There are programs / counselling that can help you overcome feelingsof depression and to cope with prison life. You can talk to a staff member to ask about programs.

If you feel depressed, have thoughts of self-harm / suicide, talk to a staff member immediately.

If you think someone else is thinking of self-harm / suicide, tell a staff member immediately.

Illness or injury

If you become ill or injure yourself, you must tell staff immediately.

You can ask to see a private doctor of your choice but if given permission, you will have to pay for all visits and treatment.

If you go to hospital, you will be under guard and restrained.

FURTHER INFORMATION:

PROHIBITED NUMBERS LIST

- TAB or any other gambling agency,
- information services,
- paging services,
- another correctional centre,
- any number beginning with 1900, or
- you are not permitted to make calls to people subject to a domestic or family violence protection order with a non-contact provision.

APPROVED PHOTOGRAPHS

Approved photographs must:

- only show people who are fully dressed, that means not unclothed, partially clothed, or just wearing underwear or swimwear;
- not be groups of children;
- only be children who are directly related to you and are not known to be victims of your offending; and
- have a proven family relationship between you and the child/ren in the photograph.

A statutory declaration must be completed if sending photographs of children to a prisoner and should include the following:

- the person sending the photos must state that they are the parent/legal guardian of the child/children depicted in the photographs; and
- they need to state that the child/children depicted have a family relationship with the prisoner recipient of the photographs; and
- the person sending the photos must give written consent in their statutory declaration for the photographs to be given to the prisoner recipient and for the prisoner to possess the photos.

Upon this information being provided consideration will be given to photographs being provided.

A General Manager may approve a prisoner photograph to be taken for personal use if they are satisfied that a special circumstance exists for example, to assist in maintaining a familial relationship, for cultural or religious purposes, or for another reason determined appropriate.

PRIVILEGED MAIL LIST

- 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 Right To Information Commissioner;
- the Attorney-General of the Commonwealth;
- the Anti-Discrimination Commissioner;
- the president of the Human Rights and Equal Opportunity Commission;
- the Director of Public Prosecutions; the principal registrar, a registrar or other administrative staff of the Queensland Civil and Administrative Tribunal Registry;
- the Commissioner for Children and Young People and Child Guardian (functions now part of the Queensland Family and Child Commission and the Office of the Public Guardian);
- a registrar or clerk of a court;
- the secretary of a parole board;
- an officer of a law enforcement agency;
- an official visitor; and
- your lawyer.

The following people have also been authorised to send and receive 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.

TAMPER LABELS

Tamper labels are attached to some of the electrical items in your property.

Removal or attempts to remove a tamper label is easily recognised by staff conducting searches.

You must not remove or attempt to remove a tamper label and/or have in your possession an electrical item that you do not own, or is QCS property. Removal or attempts to remove a tamper label will result in the seizure of the item and you may be subject to disciplinary action.

VISITOR INFORMATION

Personal Visits

Visitor Fact Sheet which outlines visits information for each correctional centre is available on the Queensland Corrective Services internet site. www.correctiveservices.gld.gov.au/Resources/Visitors.

Before visiting a correctional centre visitors must complete a Form 27 - Application to Visit a Prisoner (Personal Visitor) which is available on the website. The completed form is to be sent to the correctional centre along with the appropriate identification.

A criminal history check will be conducted on the visitor. The General Manager may approve visits before the criminal history check is completed.

A prisoner is entitled to one non-contact personal visit per week but the majority of visits are contact visits.

Prior to visit approval the following is taken into account:

- domestic or family violence protection orders
- your behaviour
- your escape or attempted escape record
- information about you or your visitor that indicates a risk to the safety or security of the centre
- any other relevant information

Visits by children

The General Manager will determine whether the visit is in the child's best interest after considering such factors as, but not limited to:

- the child's relationship to you
- the child's reason for the visit
- whether the child was a victim in the offence/s for which you are in custody
- whether you are subject to a domestic or family violence order or child protection order that has a 'no contact' condition with the child.

Videoconferencing - may be available to you if your family is not able to visit because of distance and/or remoteness. Applications for a videoconference can be made to the General Manager by you or your family.

Visits or phone calls to other correctional centres

If a member of your family is in another Queensland correctional centre, you may be allowed inter-facility phone calls or visits if:

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

The General Managers of both centres must agree to the visits or calls taking place.

Visiting times

Visits must be booked in advance. Bookings can be made at the scheduled visits booking times for personal visits.

Legal visit bookings should be made at least 24 hours in advance, where possible.

Permanent bookings

Permanent bookings may be accepted depending on centre policy.

Proof of identity

Visitors will be required to produce three forms of identification from the list on the application form the visitor will complete.

Screenin

g

Your visitors may be screened or searched using:

- a metal detection device
- drug detection devices including drug detection dogs.

If an officer suspects that a visitor is under the influence of a substance or carrying an illegal substance / item / prohibited thing, the visitor may be refused entry to the facility and interviewed by police.

Monitoring

Officers will watch and listen to your visit and the visit may also be recorded.

Dress

- Visitors must not wear clothing of a revealing nature or have offensive / obscene pictures or language or gang related symbols.
- Footwear must be either sandals or covered in shoes. Thongs and bare feet are not allowed.

• Visitors must remove all jewellery, with the exception of a wedding and/or engagement ring.

Transport for visitors

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

Your visitor can access information about this service on the Queensland Corrective Services website.

Behaviour during the visit

You and your visitor must not engage in sexual activity or behave in a manner that is disorderly, indecent or offensive. If you do, your visit will be stopped and your visitor told to leave the centre. This may also result in a suspension or cancellation of further visits.



THINGS YOU MAY NEED TO DO

Centrelink



You are not entitled to Centrelink payments while you are in prison (unless your child is in the centre with you). Stop your payments or you will have to repay that money when you are released.

If you have a Centrelink debt, ask a staff member to help you access Centrelink Prison Liaison service to arrange to pay the debt off while you are in custody.

Families with children

If you have children, the person caring for them should contact Centrelink and apply for assistance to help with their care.

Mothers in prison with children

If you give birth, or your baby or child is living with you in the correctional centre, you may be entitled to Centrelink benefits.

Spouse/de facto partner

If you were the main provider for your family before you went into custody, your partner should contact Centrelink, as they may be entitled to benefits, education and training.

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

medicare

You are not eligible to claim a Medicare benefit while you are in prison.

Other family members listed on your Medicare card can use it.

If you have private health cover, contact your fund to discuss your situation.

HECS or income tax debt

If you have a Higher Education Contribution Scheme (HECS) or HECS – HELP debt or any other tax debt, you should contact the Australian Taxation Office.

Department of Housing and Public Works



If you will be homeless when you are released from custody, you can apply to be put on the Housing Register (waiting list for public housing). Do this as soon as you can.

Speak to a staff member.

Department of Housing and Public Works debt

If you were renting a Department of Housing and Public Works property, let them know that you are in prison because if you don't, you may end up with a rent debt, or lose your property or have to pay for damages even though you are in prison.

You can pay off your debts including a Bond loan while you are in custody. If you work to clear the debt, you will be able to use their services after you are released.

Rental Tenancies and Phone and Electricity Accounts

If you rented privately before coming to prison, tell your landlord that you are in prison.



If you had phones or electricity connected in your name, tell those companies that you want your account to be terminated or suspended.

If you do not notify your landlord and electricity/phone company, you will end up with debts, and you may also have to pay for damages to the property.

You may also be blacklisted and that will make it hard to get a private rental in the future.

Other Loans or Agreements

If you have other loans (personal or car loans) or agreements for services/products such as AGC/GE money finance, Foxtel or rented electrical goods, you will need to notify the provider.

Don't forget

You will not be able to phone these organisations so you will need to write to them. Make sure that you include reference numbers for example;

- Australian Taxation Office Tax File Number,
- Medicare Medicare number; and
- Centrelink Centrelink reference number

Ask a staff member for help if you need it.

Your rights

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

Please note: Before applying to RTI and IP you should first talk to correctional staff about an administrative release of the information that you are requesting. If you are not given the information you requested, you then go to RTI and IP.

The RTI and IP Acts give you three basic rights:

- the right to be given access to information in the government's possession or under the government's control unless, on balance, it is contrary to the public interest togive access.
- the right to amend, if inaccurate, incomplete, out of date or misleading, personal information contained in documents of an agency.
- the requirement for government agencies to publish and make policy documents available for inspection or purchase, to the extent they do not contain exempt information, or contrary to public interest information.

Under the RTI and IP Acts you can apply for access to any documents held on your Queensland Corrective Services files. There may be material you ask that you are not able to access as it is exempt, or it is not in the public interest to release it.

You do not need to get copies of documents to give to the Parole Board which will be hearing your application for parole. The Board will have access to any relevant reports or documents as provided by the Centre. However, you may wish to provide supporting documents (eg. letters of support, employment/training certificates, TAFE records, programs completed on remand, etc).

Application forms and information sheets are available from the unit manager or caseofficer who will explain which Act to apply under. There may be a fee in some cases.

A Corrective Services Officer is authorised to certify a copy of your prisoner identification.

Privacy

Queensland Corrective Services collects and holds personal information about prisoners and must comply with the privacy legislation.

Privacy statement on page 40

Medical Records



Your medical records are the property of Queensland Health. You can ask to access your medical file under the RTI legislation, but medical staff will allow administrative access without going through this process. Contact the Nurse Unit Manager (NUM), doctor or registered nurse at your centre.

Complaints

You were provided with information during your induction about how to lodge a complaint. There is internal and external processes that are available to you including speaking with an Official Visitor or the Ombudsman. You can also write to the General Manager.

This process is available for any complaint including about shared cell accommodation.

See unit staff for specific complaint forms.

Official Visitors

Official Visitors can investigate complaints or concerns you have about your treatmentwhilst in the centre. Official Visitors go to centres regularly. Ask staff to add your name tothe list for their next visit.

Ombudsman



The Ombudsman's office reviews complaints you may have about the way you have been treated by a government department. If you have a complaint, try to have it dealt with at the centre or with the Official

Visitor first. If you feel you cannot do this, you can phone or write to the Ombudsman's office, or ask to see them when they next visit the correctional centre.

Complaints about health care



You can complain about health services in Queensland, and anyaspect of your healthcare that is unreasonable to the Office of the Health Ombudsman.

Complaints about discrimination

If your complaint alleges corrective services management have discriminated against you, the *Corrective Services Act 2006* Part 12A Discrimination Complaints, states that you must use the internal two-step complaints process before the Anti-Discrimination Commission Queensland will consider your complaint.

Step 1	 Your complaint should be 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.
Step 2	 You make your complaint in writing to the Official Visitor coordinator and your complaint will be reviewed by the relevant Official Visitor.

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When you receive a response in writing from the Official Visitor advising that they have dealt 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.

LEGAL SERVICES



Legal Aid Queensland

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

Aboriginal and Torres Strait Islander Legal Service (ATSILS)

Aboriginal and Torres Strait Islander Legal Service representatives visit correctional centres on a regular basis. To make an appointment, ask a staff member to place yourname on the list.

Prisoners' Legal Service

This is an independent service that can provide free legal advice over the phone to you and your family regarding matters that arise from your incarceration.

Your Sentence

Remand

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

Security classification/risk assessment

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

- Maximum;
- High; or
- Low

When a prisoner is remanded in custody for an offence and is not serving a term of imprisonment for another offence, the prisoner must be classified into a security classification of either -

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

This means that if you are remanded in custody and not serving a sentence, you will be automatically assigned a high security classification.

A remand only prisoner will have their classification reviewed after sentencing.

Sentence Calculation

Following sentencing in court, staff from SMS complete a sentence calculation.

The sentence calculation uses the information provided by the Court on the Verdict and Judgement Record to calculate your sentence, including parole eligibility or court ordered parole release date and custodial end date.

The sentence calculation takes all factors that may impact your sentence into consideration including pre-sentence custody (the court declaring any time that you have served in prison whilst on remand as time already served) and sentences that may be cumulative (added together and served one after the other). Your sentence calculation is updated each time that you receive further outcomes in court.

A copy of your sentence calculation will be provided to you. If you have any concerns or questions about your sentence, contact SMS via the shopfront request process.

Progression Plans (PP) and reviews

PP

If you are sentenced to serve more than 12 months in custody, you will be assessed sothat a PP can be developed with you. The purpose of the plan is to set goals for a setperiod of your sentence to assist you to complete recommended interventions, increase your skills and experience to assist with employment on release, plan for re-integration into the community and help you to manage your day whilst in prison. Staff from the SMS team will talk to you and work with you to develop a plan that will include your educational / vocational, rehabilitation, employment, reintegration and self-development needs.

PP reviews

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

reviews are undertaken at appropriate times as indicated on your Progression Plan.

If your sentence is 12 months or less, you will not receive an individual progression plan. Following admission and induction, if you have further questions regarding your programs or your sentence, you will need to put in a request via shopfront.

Classification reviews

High classification reviews are undertaken at a minimum of each 12 months. Remand only prisoners with a high security classification, will only be reviewed after they are sentenced.

Review process

Reviews may be conducted in person or via a paper-based review of your circumstances. You can request an in person review if there are things you would like to discuss and this will be considered by the decision maker in each case. In person reviews will occur atcritical points such as when you are getting closer to your parole eligibility date, custodial end date and/or you have completed programs.

Leave of absence

The delegate must consider all relevant factors when considering applications for leave of absence. Leave may be granted for the following reasons:

- compassionate and health emergency or special circumstances or to attend medical, dental or optical appointments;
- to perform community service as part of the Work camp program or other nominated programs;
- compassionate funeral attendance for Aboriginal and Torres Strait Islander prisoners and
- to participate in educational or vocational activities.

Leave to travel interstate is only granted for compassionate purposes.

You may have to pay the costs associated with the leave of absence.

The Offender Development Team will answer any questions you may have.

TRANSFERS

Prisoner requests

You are able to request a transfer to another centre at any time; however, you should ensure that you have the appropriate security classification before applying.

When applying for a transfer to another centre, you should clearly state the reason for your request. Reasons may include:

- to attend programs,
- to be closer to family supports, or
- other concerns (eg. safety or behaviour).

The unit manager will advise you of the process.

Interstate transfers

You may apply for an interstate transfer for either welfare reasons or if you are awaiting trial for outstanding charges in another state. Applications can take up to 6 months or moreto be processed.

When applying for an interstate transfer:

- you must use the correct Interstate Transfer forms (to be obtained from unit staff);
- it is your responsibility to apply, nobody else can do this for you;
- you must provide relevant evidence to support the application e.g. copies of warrants if the interstate transfer is related to legal matters or letters of support from family if the matter concerns your welfare;
- if your application is unsuccessful you cannot apply again for a period of 12 months from the date of the original application.

Other transfers

You can be transferred to another centre at any time due to;

- program availability,
- medical requirements,
- capacity utilisation,
- association issues,
- behavioural issues.

You may be granted an extended visit from your family/friends before you are transferred.

Appeals against transfer

If you are transferred against your wishes, you can appeal. The transfer will still go ahead but if your appeal is upheld, you will be transferred back to the centre that you came from if there is a vacancy. You can submit a transfer reconsideration form under s71 of the CSA. Either your unit manager or staff from SMS will be able to give you a form through the shopfront request process.

Safety orders

If a doctor, psychologist or correctional officer believes you are at risk of harming yourself or harming others, you may be placed on a safety order and separated from the other prisoners.

Separate confinement

- Separate confinement is a punishment for a breach of discipline.
- It must not be for more than seven (7) days and must take into account special needs you may have.

You will be medically examined before entering and after leaving separate confinement.

Preparing for Release - Prisoner Re-entry Service

Within each Centre there will be a service provider available to all prisoners to assist in planning for your release. These services are not QCS staff but are separate non-government organisations there to assist you. For more information or to talk to someone from these services, please see a staff member. More information on the service in your Centre is also in the local prisoner handbook for that Centre.

Other Specialist Support

If you were a Disability Services Queensland or a Community Mental Health Service client before you came to prison, it is important that you notify these agencies when you are going to be released. They will be able to support you and continue your treatment whenyou get out. Talk to a counsellor or the Re-entry Support Service in your centre to get helpto contact these agencies.

Release from custody

Court Ordered Parole

If you were given a Court Ordered Parole release date by the court you will be released to parole on that day, unless you have been remanded in custody on further charges.

Board Ordered Parole

If your sentence is more than three years, or was for a sex offence or serious violent offence, you may, six months prior to your parole eligibility date, submit your application for consideration of release to parole. You need to give your completed F29 (General Parole Application) to the sentence management team at your centre. The sentence management team will arrange for it to be forwarded to the Parole Board.

Exceptional Circumstances Parole

At any point throughout your custodial sentence you are able to apply for exceptional circumstances parole. Examples of reasons for applying for exceptional circumstances parole include, but are not limited to, a significant illness for yourself or family member. It is important that you include as much supporting documentation as possible to provide evidence for your case. If you are unsure what to do or what you need as part of your application, put in a request to see sentence management services staff.

You can ask a corrective services officer to provide you with a copy of the Parole Orders procedure.

If you are serving a sentence for federal offences you may be released to parole granted by the Federal Attorney-General. You are encouraged to discuss your situation with sentence management services staff six months from your eligibility date.

Conditions of parole

Prisoners released to Court Ordered Parole and Board Ordered Parole will be issued with a Parole Order. You must comply with the conditions on that order.

The Parole Board may include conditions on your order to help you to reintegrate back into the community.

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.

If your release date falls on a weekend or public holiday, you will be discharged on the working day prior to the weekend or holiday.

Release - On the day of your release you should go to Centrelink to arrange for your first payment or crisis payment (if you are entitled to it).

In most cases your property will be returned to you before you leave the centre.

Immigration and Deportation

If you have any questions in relation to your immigration/deportation status this can be checked with Sentence Management.

Prisoner Information Booklet

Sexual assault

Sexual assault is not tolerated in correctional centres. You must report incidents of sexual assault immediately.

If you are a victim of a sexual assault, you should

- not shower or clean yourself,
- 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 from other prisoners and your placement reviewed which may result in you being transferred to another centre.



Community Contacts

Name	Phone Number / Services	Address
Ombudsman (Queensland Ombudman'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
Office of the Public Guardian	 (07) 3234 0870 1300 653 187 The Office of the Public Guardian is an independent statutory body that protects the rights and interests of vulnerable Queenslanders, including adults with impaired capacity to make their own decisions. 	PO Box 13554, 363 George Street, Brisbane QLD 4000
Crime and Corruption Commission	(07) 3360 6060 1800 061 611	GPO Box 3123 Brisbane QLD 4001
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 provides legal information, advice and representation to financially disadvantaged Queenslanders. 	GPO Box 2449, Brisbane Qld 4001
Prisoners Legal Service and Parole Assistance	 (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. 	GPO Box 257, Brisbane, QLD 4001
Crime Stoppers	1800 333 000 (07) 3055 6209	
Child Support Agency	13 12 72	GPO Box 9815, Brisbane QLD 4001
Centre Intelligence Unit	Intel – as per centre number	
Department of Hous ing	1300 880 882	

State Penalties	1300 131 510	
Enforcement	1300 131 310	
Registry (SPER)		
Q Health Hepatitis	1300 437 222	
C Council		
QUIT	13 78 48	
Aboriginal and	(07) 3025 3888 or 1800 012 255 (Queensland only)	Level 5,
Torres Strait		183 North
Islanders	The Aboriginal and Torres Strait Islander Legal Service, is a	Quay, Brisbane
Corporation for	community based organisation established to provide professional	Qld 4000
Legal Services	and culturally competent legal services for Aboriginal and Torres	
	Strait Islander people across Queensland.	
Offender Debt	1300 856 721	
Recovery	1000 000 721	
Office of Health	13 3646	
Ombudsman		
Alcohol and Drug	(07) 3834 0200	PO Box 332,
Foundation –		Spring Hill Qld
Queensland	ADFQ are dedicated to promoting healthy behavioural change by	4004
(ADFQ)	reducing the social harms associated with alcohol and drug use.	
Alcoholics		Annerley City
Anonymous	(07) 3255 9162	Library
Anonymous	Alashalian Anonymous is a followship of man and woman who abara	Annexe, 450
	Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may	Ipswich Road,
	solve their common problem with others to recover from alcoholism.	Annerley Qld
		4103
Brisbane Council	(07) 3846 5257	121 Cordelia
of Elders		Street, South
		Brisbane Qld
Cannabis	1800 304 050	4101
Information and	1000 304 030	
Helpline	11am – 7pm, Monday to Friday (including public holidays)	
-		
Career	(07) 3397 9899 or 1800 080 427	29 Cambridge
Employment		Street,
Australia Inc	The organisations within the group assists youth, migrants, people	Coorparoo Qld
	returning to the workforce, people with disabilities, Indigenous people, ex-offenders and mature aged clients.	4151
	people, ex-onenders and mature aged elents.	
Department of	Child Safety numbers:	111 George
Communities, Child		Street,
Safety and	Brisbane 1300 682 254	Brisbane Qld
Disability Services	Central Queensland 1300 703 762	4000
	Far North Queensland 1300 684 062	
	North Coast 1300 703 921	GPO Box 806 Brisbana Old
	North Queensland 1300 706 147 South East 1300 679 849	Brisbane Qld 4001
	South West 1300 683 390	
	1	

Dementers and a f		444.0-
Department of	Enquires: (07) 13 74 68	111 George
Communities, Child		Street,
Safety and	dvconnect womensline on 1800 811 811	Brisbane Qld
Disability Services	Assists women to obtain refuge accommodation, counselling and	4000
	referral to other services.	0000
		GPO Box 806
	<i>dvconnect mensline</i> on 1800 600 636	Brisbane Qld
	Provides counselling, information and referral to men affected by	4001
	domestic and family violence.	
	Sexual assault hotline on 1800 010 120	
	A 24-hour confidential telephone service for women who have been	
	sexually abused or sexually assaulted at any time in their lives.	
Drug Arm	(07) 3620 8800 or 1300 656 800	PO Box 590,
Australasia		Brisbane, Qld.
	DRUG ARM (Drug Awareness, Rehabilitation and Management)	4001
	provides an outreach of care and compassion through education,	
	awareness, prevention, rehabilitation and support programs that	
	assist individuals, families and communities.	
Gamblers	1800 002 210	Regional
Anonymous		Service Office
	Gamblers Anonymous is a fellowship of men and women who share	P.O. Box 122,
	their experience, strength and hope with each other that they may	FAIRFIELD
	solve their common problem and help others to recover from a	NSW 1860
	gambling problem.	
Condox Usalth	Australian Transported as Support Association OLD (07) 2042 5024	
Gender Health	Australian Transgender Support Association QLD (07) 3843 5024	
Services and	Brisbane Gender Clinic (07) 3017 1777 (or) 1800 177 434	
Support Group	Cairns Sexual Health Clinic (07) 4226 4769	
Contacts	Rockhampton Sexual Health Clinic (07) 4932 5440	
	Toowoomba Sexual Health Clinic (07) 4616 6446	
	Townsville Sexual Health Clinic (07) 4433 9600	
	QLD Gender Clinic (07) 3068 1111	
Health Quality and	(07) 3120 5999 or 1800 077 308 (outside Brisbane)	GPO Box 3089
Complaints	TTY (07) 3120 5999 01 1800 077 508 (outside Brisbane)	Brisbane QLD
Complaints		4001
(Queensland)	The Commission works with healthcare providers, consumers and	1001
(Queensiand)	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.	
Homeless Person's	1300 474 753 (toll-free within Australia)	111 George
Information	TTY 1800 010 222	Street,
(Queensland)		Brisbane Qld
. ,	Homeless Persons Information Queensland is a free call service that	4000
Department of	provides information, advice and support about housing for people	
Communities, Child	who are homeless. The service also provides advice on where to get	GPO Box 806
Safety and	meals, showers and clothing, as well as access to counselling	Brisbane Qld
Disability Services	support. The service also provides help for vulnerable people at risk	4001
	of becoming homeless.	1001
1		

Immigrant	(07) 3846 5400 (Sexual Assault)	PO Box 5400
Immigrant Women's Support Service	(07) 3846 3490 (Domestic Violence) Immigrants Women's Support Service (IWSS) offers a free, culturally sensitive and confidential advocacy, counselling and support to immigrant and refugee women and their children from non-English	PO Box 5490, West End Qld 4101
	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.	
Kids Helpline	1800 551 800 A free confidential telephone counselling service for five to 25-year-	
	olds.	
Lifeline	 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
Murri Watch Aboriginal & Torres Strait Islanders Corp	 (07) 3891 2822 Murri Watch programs include: * Diversion from Custody program – alternative care for Indigenous people taken into police custody or at risk of coming into custody as a result of intoxication; * Cell Visitors program – Indigenous program aimed at reducing the risk of self-harm whilst being held in the watch houses within the Greater Brisbane area; * 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
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
Narcotics Anonymous	(07)3391 5045 Narcotics Anonymous is a non-profit, community-based organisation for recovering addicts. 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

Prison Fellowship of Australia	 (03) 9848 1224 Prison Fellowship Australia is a national Christian ministry caring for prisoners, ex-prisoners, their families and those affected by crime in all Australian states and territories. Email: <u>aus.office@prisonfellowship.org.au</u> Website: <u>www.prisonfellowship.org.au</u> 	
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 371 288 The Salvation Army provide a wide range of services including practical emergency assistance for individuals and families facing financial pressure, accommodation and support for homeless people, accommodation and care for older people in their aged carefacilities and hostels, nursing homes, self-care units and respite care.	97 School St, Spring Hill Qld 4000
Sisters Inside	(07) 3844 5066 Sisters Inside assists women prisoners and their families inside and outside prison.	PO Box 3407, South Brisbane Qld 4101
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. The service provides free legal advice, information and referrals throughout Queensland. They do not represent clients in court but will provide advice about your legal rights and the court process.	PO Box 119, Annerley Qld 4103

The list of the Common Auto Dial List (CADL) phone numbers that you can call for free is located near the telephones in your unit.

Appendix A

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 (i), (d) (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

Offender Privacy Fact Sheet

Your personal information held by Queensland Corrective Services

QCS collects, holds and adds to personal information about offenders while in custody and/or under community supervision (e.g. on probation, parole, an order under the *Dangerous Prisoner (Sexual Offenders) Act 2003*, or other court order). Personal information is collected from the commencement of an order or on entering a correctional facility, to your discharge from an order or sentence.

Queensland Corrective Services is bound to manage personal information under the *Information Privacy Act* 2009 (IP Act).

Personal information is:

Information or an opinion about an individual who is, or can reasonably be, identified from that
information or opinion, including information or opinion forming part of a database, whether true or
not and whether recorded in a material form or not. In QCS your personal information is recorded in
files and a database called IOMS-Integrated Offender Management System.

Personal information held by QCS can *include* information about offence/s and sentence, behaviour in prison or under supervision, education programs, employment, breaches and incidents, and psychological and other assessments.

'Collection' under the IP Act means collecting personal information from the person that it is about. Personal information can also be received from other sources including the police, courts and other government and non-government agencies.

Use of personal information

QCS uses your personal information to enable safe and humane containment, supervision and rehabilitation of offenders in accordance with legislative requirements and policy and procedures. Your personal information may be used for the following purposes:

- to maintain the security and good order of a correctional centre or QCS office;
- the safety of other offenders, visitors, staff or members of the public;
- decision making around visits, reporting requirements and parole residential conditions;
- risk management;
- law enforcement;
- the management of legal issues (e.g. claims, proceedings, inquests or inquiries);
- to investigate breaches or incidents or to assist the Chief Inspector, Official Visitor, Ombudsman, Crime and Corruption Commission (CCC) or similar bodies;
- for departmental administrative purposes or to improve QCS procedures;
- for the management of orders from courts, tribunals, inquiries, Parole Boards or other authorities;
- to make decisions under legislation (e.g. transfer, classification, parole, and leave of absence); and
- for QCS and service provider training or research.

Disclosure of personal information

QCS may disclose the personal information it holds to other State, interstate, Commonwealth and international government Ministers, Departments or entities (e.g. organisations that provide offender services, police, courts, Ombudsman, CCC, Department of Communities, educational institutions, Public Trustee, Taxation Office, Electoral Commission, agencies involved in extradition matters and legal services) and in some circumstances, to individuals.

'Individual' means, for example, a potential employer, a power of attorney or adult guardian of the offender, or other persons that an offender nominates to receive information about them, a victim of crime, a person who brings a legal action against an offender, or a sponsor /s for a parole application.

Appendix C

QUEENSLAND CORRECTIVE SERVICES

DID YOU KNOW THAT YOU MAY BE ABLE TO OBTAIN ADMINISTRATIVE ACCESS TO YOUR DETENTION AND MEDICAL FILES WITHOUT HAVING TO MAKE A RIGHT TO INFORMATION APPLICATION?

You may be able to inspect and/or obtain a copy of the following documents held on your Detention file by contacting your Unit Manager.

- Bail Undertakings
- Bench Charge Sheets
- Court Transcripts -Sentencing
- Criminal History
- Criminal Practice Rules Order, 4,8 Rule 3
- Form 9 Order for the Transfer of a Prisoner
- Form 10 Instrument Ordering Chief Executive to Produce Prisoner
- Form 11 Order for Prisoner to Attend Court
- Form 29 Application by Prisoner for Parole Order
- Induction Interview Summary
- Letters/Memorandum to a Prisoner
- Offenders Sentence Calculations, Particulars of Sentence, Offenders Description
- Particulars on Admission
- Prisoner Request Forms
- Production of prisoner correspondence
- Property Cards
- Queensland Police Service Inventory Form
- Schedule of Breaches
- Warrant of Commitment on a Conviction where Punishment is by Imprisonment
- Warrant of Commitment for Trial or for Sentence
- Warrants Remanding a Prisoner

You can inspect or obtain a copy of most documents held on your Medical file by contacting the Nurse Unit Manager at the correctional centre where you are accommodated.