

Queensland Corrective Services

Prisoner Information Booklet

Implement Date: 24 May 2012

Contents

1.	Coming into custody	3
1.1	Entering a custodial centre.....	3
1.2	Accommodation	3
1.3	Prohibited items	4
1.4	Tamper label application.....	4
1.5	Dress regulations	4
1.6	Staff.....	4
1.7	Privacy.....	5
2.	Living in custody.....	5
2.1	Daily routine	5
2.2	Smoking policy	6
2.3	Prisoner conduct.....	6
2.4	Change of appearance	8
2.5	Searches.....	8
3.	Work and education	8
3.1	Employment and income	8
3.2	Education.....	10
3.3	Self development	10
3.4	Library services	10
3.5	Activities	10
3.6	Computer Access.....	10
4.	You and the outside world	10
4.1	Visitors.....	10
4.2	Telephone access	12
4.3	Videoconferencing	13
4.4	Visits or phone calls to other correctional centres.....	13
4.5	Personal mail and parcels.....	14
4.6	Professional visitors	14
4.7	Money.....	15
4.8	Transitioning into the community – things to consider	15
5.	Your health and well-being	17
5.1	Medical screening and examinations	17
5.2	Programs and Counselling.....	17
5.3	Suicide prevention	17
5.4	Illness or injury.....	18
5.5	Exercise.....	18
5.6	Religion.....	18
6.	Getting through the system.....	18
6.1	Your rights.....	18
6.2	Complaints about discrimination	19
6.3	Complaints about health care.....	19
7.	Your sentence	20
7.1	Remand	20
7.2	Security classification/risk assessment.....	20
7.3	Offender management plans and reviews.....	20
7.4	Leave of absence.....	21
7.5	Transfers.....	21
7.6	Safety orders	22
7.7	Separate confinement	22
8.	Release from custody.....	22
8.1	Court-ordered parole	22

8.2	Board-ordered parole	22
8.3	Conditions of parole	22
8.4	Release or discharge	23
8.5	Planning for Release	23
9.	Contacts.....	25
	Appendix A	27

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 the 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 prohibitive 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.
- 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 Borallon 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.

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.

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.

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; standover tactics; stalking; unwanted and inappropriate physical contact; demands for sexual favours. Bullying relates to unwanted, humiliating and threatening behaviour.

Correctional centres do 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 that centre may be reviewed as a result.

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. Your offender management plan may be reviewed. You may be sent 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

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. 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.

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

Some centres have arrangements with local groups to transport visitors 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.

Unless you are being transferred to another centre, this is the only free phone call provided to you. 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. 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

Privileged mail includes, but is not limited to, mail from: the Director of Public Prosecutions, your legal representative, a Parole Board, the court, the Ombudsman or the Minister for Police, Corrective Services and Emergency Services.

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. The money will be deposited into your trust account, unless it results in your account exceeding the maximum amount permitted. 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.

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 Communities (Housing)

If you have nowhere to live when you are released from custody you can apply to be placed on the Department of Communities (Housing) waiting list. 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 to organise it.

Department of Communities (Housing) debt

If you were a tenant in a Department of Communities (Housing) 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, or you may incur costs for any damage that is caused to the property even though you no longer reside there.

If you already have a debt with the Department of Communities (Housing) (such as a Bond Loan), you can arrange to pay some or all of it off while you are in custody. Clearing this debt before you are released may be important if you are hoping to access Department of Communities (Housing) products or services again when you get out. You will need to speak to a staff member 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 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 prisoners (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.

5.6 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.

6. Getting through the system

6.1 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).

6.2 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 you are required to 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.

Further information about this process can be obtained from corrections staff.

6.3 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.

7. Your sentence

7.1 Remand

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

7.2 Security classification/risk assessment

Every prisoner is assessed and given an initial security classification which is determined using the following criteria:

- The nature of your offence,
- Your risk of escape,
- Your risk of re-offending and the potential impact that such re-offending is likely to have on the community, and
- Your risk of self harm, harm to other prisoners and staff and the security of the centre.

You will be classified into one of three security classification levels:

- Maximum;
- High; or
- Low.

7.3 Offender Management Rehabilitation Plans (OMRP) 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.

OMRP

If your sentence is more than 12 months, you will be assessed so that an appropriate OMRP can be devised. An assessment of your needs is normally completed at the remand and 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 and self development needs.

OMRP reviews

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

OMRP 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. 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 OMRP. 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.

7.4 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.

7.5 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.

7.6 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.

7.7 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.

8. Release from custody

8.1 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.

8.2 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.

8.3 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. 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 be returned to custody.

8.4 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 (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.

8.5 Planning for Release

Transitional Support

Some form of release planning assistance will be available to all prisoners – either through the Transitions: Release Preparation Program or the Transitional Support Service. These programs will help you identify your personal community resettlement needs and put you in touch with agencies and services in the community that will be able to assist 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 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.

Offender Reintegration Support Service (ORSS)

The Offender Reintegration Support Service (ORSS) aims to assist you to access a range of relevant services in the community and to equip you with 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. This service is free.

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.

9. Contacts

Name	Phone Number	Address
Aboriginal and Torres Strait Islanders Corporation for Legal Services	(07) 3025 3888	Level 5, 183 North Quay, Brisbane Qld 4000
Alcohol and Drug Foundation – Queensland	(07) 3831 5355	PO Box 332, Spring Hill Qld 4004
Alcoholics Anonymous	(07) 3255 9162	
Boystown	(07)3387 4555	PO Box 804, Woodridge Qld 4114
Brisbane Council of Elders	(07)3397 1892	PO Box 1371, Coorparoo Qld 4151
Brisbane Domestic Violence Resource Centre	(07) 3217 2544 1800 811 811 (24 hour service)	
Career Employment Australia Inc	(07) 3397 9899 or 1800 080 427	29 Cambridge Street, Coorparoo Qld 4151
Catholic Prison Ministry	(07)3846 7577	PO Box 5251, West End Qld 4101
Department of Communities: Enquiries Violence Prevention Unit Crisis Care	(07) 3012 8655 (07) 3224 4477 1800 177 135	
Drug and Alcohol Information Service	(07) 3239 2414	
Drug Arm Australasia	(07) 3620 8800 or 1300 656 800	PO Box 590, Brisbane, Qld. 4001
Far North Queensland Families and Prisoner Support	(07) 4051 4485	PO Box 359 MANUNDA Qld 4870
Gamblers Anonymous	1800 002 210	
Health Quality and Complaints Commission (Queensland)	(07) 3120 5999 or 1800 077 308	GPO Box 3089 Brisbane QLD 4001
Homeless Person's Information (Queensland)	1800 474 753 (toll-free within Australia)	
Immigrant Women's Support Service	(07) 3846 5400 (Sexual Assault) (07) 3846 3490 (Domestic Violence)	
Legal Aid Queensland	1300 651 188 or (07) 3238 3444	GPO Box 2449, Brisbane Qld 4001
Life Line	131 114 (24 hour service)	
Liferaft	3700 4503	PO Box 5251 WESTEND QLD 4101
Mensline Queensland (Counselling Service)	1800 600 636 (9am to Midnight 7days a week)	

Name	Phone Number	Address
Murri-Aid Aboriginal and Torres Strait Islander Corporation	(07) 3372 9292	
Narcotics Anonymous	(07)3391 5045	
North Queensland Prisoner's Aid Society	(07) 4772 3330	PO Box 596, Castletown, Hyde Park Qld 4810
Prison Fellowship of Australia (Queensland Council)	(07) 3211 8795	PO Box 13569, George Street Qld 4003
Prison Transport Group	(07) 3357 5888	PO Box 534 Lutwyche Qld 4030
Prisoners' Legal Service	(07) 3846 5074 or 1800 813 940	PO Box 5162, West End Qld 4101
Ozcare	(07)3246 2777	PO Box 912, Fortitude Valley Qld 4006
Queensland Ombudsman's Office	1800 068 908	PO Box 3314, Brisbane Qld 4000
Relationships Australia	1300 364 277	
Salvation Army	1300 363 622	
Sisters Inside	(07) 3844 5066	PO Box 3407, South Brisbane Qld 4101
State Chaplaincy Board	(07) 3712 0952	GPO Box 251, Mt Gravatt Qld 4122
Women's Legal Service	(07) 3392 0670 or 1800 677 278	PO Box 119, Annerley Qld 4103

Appendix A

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