

## Families of Prisoners Commonly Asked Questions

### **How do I find out where my family member is being held?**

To find the current location of an inmate, ring:

Sentence Administration (02) 8346 1310 Mon – Fri 9.30 - 5.30 or  
Inmate Records (02) 9289 5258 after hours and on the weekend.  
Please note, they can only tell you where someone is being held,  
you will need to ring the particular Correctional Centre for more  
information.

You will need to know the full name and birth date or the MIN of the person. The MIN is the Master Index Number and each person is allocated one as they arrive in custody. The first time you ring, ask for the persons MIN and write this number down in a safe place as you will need it whenever you make enquiries about the person.

### **What happens to the person in custody?**

During reception new inmates are seen by trained staff for urgent medical, personal and family matters. During the initial period (up to 5 days) inmates may be moved to different Correctional Centres based on the assessment of their needs and security classification. Every inmate will receive a handbook full of useful information. The Department of Corrective Services provides each inmate with clothing, bedding and meals.

### **What happens to their possessions?**

Inmates are allowed limited personal possessions, all other property must be given to staff for safe keeping. An inmate may give permission for family members to collect this.

### **How can I contact the inmate?**

**Phone calls:** Inmates can make monitored phone calls (limited time) to nominated people. These calls are paid for by the inmate. The inmate must list a person on their phone card to be able to call them. It can take a few days to set up the inmate's phone card and any changes to numbers are usually only made once a week. **You will not be able to ring the inmate.** However in an emergency, messages may be passed on.

**Mail:** there is no limit to the number of letters family members can send, but all letters are opened to check for money and prohibited items. Put the inmates name and MIN on the front of the envelope as well as the name and address of the Correctional Centre they are being held in. Inmates can buy stamped envelopes for keeping in touch.

## What about visits?

You will generally require photo identification of yourself which specifies your home address. Children under 18 must be accompanied by an adult.

**BEFORE YOU VISIT ALWAYS RING THE CORRECTIONAL CENTRE TO FIND OUT:**

- Visiting times and procedures
- How often and how long you can visit for
- If you have to book your visit in advance
- Is the person you are visiting still in that Correctional Centre
- What you can send or take for the inmate

<b>Correctional Centre</b>	<b>Phone number</b>
Bathurst	(02) 6338 3282
Berrima	(02) 4860 2555
Brewarrina (Yetta Dhinnakkal) Centre	(02) 6874 4715
Broken Hill	(08) 8087 3025
Cessnock	(02) 4993 2333
Cooma	(02) 6455 0333
Dillwynia (Windsor)	(02) 4582 2222
Emu Plains	(02) 4735 0200
Glen Innes	(02) 6733 5766
Goulburn	(02) 4827 2222
Grafton	(02) 6642 0300
Ivanhoe (Warakirri)	(02) 6995 1403
John Morony	(02) 4582 2222
Junee	(02) 6924 3222
Kariong Juvenile Justice (Gosford)	(02) 4340 3400
Kirkconnell	(02) 6337 5219
Lithgow	(02) 6350 2222
Long Bay	(02) 8304 2000
Long Bay Hospital	(02) 8304 2000
Mannus (Tumbarumba)	(02) 6941 0333
Metropolitan Remand & Reception Centre (MRRC)	(02) 9289 5600
Metropolitan Special Programs Centre (MSPC)	(02) 8304 2000
Mid North Coast (Kempsey)	(02) 6560 2700
Oberon	(02) 6335 5248
Parklea	(02) 9678 4888
Parramatta	(02) 9683 0300
Silverwater	(02) 9289 5100
Silverwater Women's (formerly Mulawa)	(02) 9289 5399
Special Purpose Centre	(02) 9289 2821
St Heliers (Muswellbrook)	(02) 6543 1166
Tamworth	(02) 6766 4977
Wellington	(02) 6840 2800



For more information, or a free information pack for families and friends of prisoners, call Community Restorative Centre on (02) 9288 8700.