



My loved one is in prison what do I do now?



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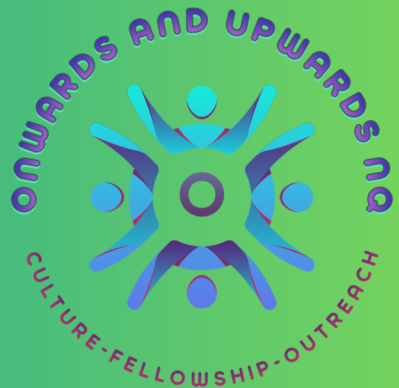


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Phone contact with inmates

Prison inmates have access to communal phones when they are unlocked. They operate them by inputting unique access codes and accessing their own phone list and credit. Before this can happen numbers must be approved and put onto this list.

If you know your loved one is heading to jail you can provide them with your phone number on a piece of paper to take with them, otherwise once they are in there you will need to write to them and provide your number. The inmate then fills out a phone form and requests to have your number listed on their Arunta, the latter process can take a number of weeks.

The staff will work on the forms in order and will attempt to call you from a private number to confirm your identity, confirm the absence/presence of DV orders, and get your permission to add your number. Once your number has been added to the inmates Arunta, they can call you from the phones provided they are unlocked and they have funds on their phone.

Phone calls in the centers and farms are currently approx. \$4.60 for mobiles and 45c per local call. Phone calls from the work camps are approx. \$1 -\$2 per minute regardless of what number they call you on.

ENGINE NUMBERS and UCONNECT numbers are PROHIBITED and may NOT be used.

REMEMEBER: ALL calls are recorded and anything you say may be used in court or used as grounds to limit or refuse further contact with an inmate.

How to email an inmate

Email a Prisoner is a service that enables you to type emails and attach photos and send them into inmates for a fee.

Your message is printed inside the Correctional Centre and will be included in the next mail delivery. If you requested a reply, your Recipient will also be given a blank sheet to write on. Once they write their reply and it is sent back, you will receive a notification to your registered e-mail address.

This is often a cheaper and quicker way to maintain contact with your loved one.

Sign up to send messages to a recipient within participating Australian Correctional Centers from any computer, laptop or smart device.

IMPORTANT, to sign up you require the following information.

1. Full residential postal addresses MUST be used for registration (PO Boxes not accepted).
2. Make sure you know your recipients name, Correctional Centre and Recipient ID Number (IOMS) or date of birth.

To sign up and use this service go to;

<https://www.emailaprisoner.com.au/>



Visiting an inmate

•How to apply

Before you can visit someone in the facility you must submit an application FORM 27 which is available both in person from the center or can be printed off the website, then you may either post the application along with a certified copy of 100points of ID or you can hand the forms in person and show ID to the staff. Be sure to answer the application questions truthfully.

•How to book

Visits can be booked via online request or over the phone.

Call the visits line **(07) 44305430** and follow the prompts. The call line is manned by limited staff and unfortunately it can take several attempts to get through, the staff are aware and try to assist as soon as able. When you get through simply ask to book a visit with the inmate and provide your full name and date of birth. You need to specify whether you wish to book *a virtual or a contact visit.

To obtain the link you must call or email requesting the link. Follow the prompts and allow 48hrs for your booking to be confirmed.

These staff are also able to help you confirm if your pending application has been approved.

***Booking times are available on the website.**

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Visiting an inmate continued...

Special visit applications

If you are out of town, have had a lengthy wait period, or have had a family event such as a death in the family the inmate may apply for a special visit. This special visit is considered by intel and management and if approved may allow a visit prior to standard application approval or allow multiple visits over a weekend.

What happens for virtual visits

When you first book a virtual visit, you will receive two emails. One with your booking link in it and one with a helpful tutorial into using Webex. Take the time to install Webex and familiarize yourself well before your visit. You will need to provide your full name and email address. When you link in for your visit make sure you enable both your camera and microphone.



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Visiting an inmate continued...

·What happens for center visits

When attending the center for visits be mindful that you are modestly dressed and in closed in shoes** and aim to arrive 1 hr. before the visit is scheduled to start.

As you arrive you will need to line up at the desk and provide the officer with your photo ID (and other id for children if applicable). If it is your first visit the officer will take your photo and record your left and right fingerprint from your pointer fingers. The officer will put a paper band on your wrist which if you are attending the men's center will have the table number allotted for you, written on it.

There are lockers in the foyer, you will need to select one and place your jewelry, keys, phone and anything other than your clothing and wedding band in there.

Approximately 20 minutes before the visits are due to start the toilet facilities will be locked and you will be asked to file down the hallway beside the foyer where you will be swabbed for the Ion scanner checking for illicit substances.

After this step the supervisor on duty will give a speech identifying the rules and requirements you must follow during your visit. If they go too fast don't be afraid to clarify anything with them. Immediately after this you will be guided to the hall again where you will be asked to stand against the wall while the sniffer dog checks everyone down the line.

Once you have completed the checks you will then be directed to follow an escorting officer to either the men's or women's facilities.

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Visiting an inmate continued...

How to get there

The center is located at 22 Dwyer St, Stuart QLD 4811. There is a visitor carpark as well as a private company offers free Taxi service. You can book your taxi by calling (07) 47270800 and ask about the taxi to the prison. They have set pickup points around Townsville and are quite helpful.

All visitors must comply with the dress code to be permitted entry.

Failure to follow these guidelines may result in your visit being refused.



APPROPRIATE CLOTHING



Plain T-shirts, blouses, or polo shirts (no offensive logos or messages)



Long pants, jeans, or knee-length skirts



Closed-in shoes or sandals with heel straps

Modest, weather-appropriate attire



CHILD VISITORS

Children must also dress modestly. No singlets, midriff tops, or short shorts



NOT PERMITTED



Revealing Clothing

Crop tops, see-through, garments, low-cut tops, short skirts or mini skirts



Offensive or Suggestive Prints.

Any clothing displaying profanity, gang references, drugs, violence or sexual imagery

Hats, Hoods or Sunglasses

Hats, hoods or sunglasses



Tight or Body-hugging Clothes

Activewear, leggings, or skin-tight dresses



Ripped or torn clothing

Handing in items and money

Most people ask about being able to handle in underwear, shoes etc. These items cannot be handed in to an inmate for general wear and are available for the inmate to obtain themselves. You may assist the inmate by sending in money to cover the cost of these items.

(NOTE Shoes have a limit of 100-150\$ depending on the security level of your loved one)

A hand in is done to provide prescription eyewear , footwear, or items for children living in the prison. It can also include special clothing to wear to court, funerals or release. The inmate must fill out a detailed hand in request and submit to management for approval. Make sure you give the exact details of what you are handing in to avoid items being refused, for example

“white Tshirt XL, blue jeans 2xl, black boxer breifs 2 xl, white socks 9-11 1 pair, black dress shoes size 10. “

Allow 5 business days for processing then call the prison visits line to confirm that the paperwork has been approved and is waiting at xblock (visits processing). Once it is there you can take the items in and the officers will check to confirm the items and set aside to be security checked by sniffer dogs before they are taken into the prison.

NOTE. special clothing for court or funerals is kept at reception NOT handed to the inmate.

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Handing in items and money continued ...

Handing in money,

There are 3 ways to get money to your loved one inside.

- Money order or Cheque in the post
- Cash in person through the week or BEFORE your visits on the weekend
- Via the secure payment services

You CANNOT,

- send loose cash or change to them via post
- hand in money AFTER your visits

You Should,

- discuss what the money is for and only provide what you can without financially debilitating yourself.
- Not send money when you are aware that it may be used to buy items for other inmates
- Not send money to other inmates on behalf of your loved one to buy safety, drugs, or pay debts.

When making out a money order or cheque make it out to the inmate.

To use the secure payment services go to,

<https://www.secure-payment-services.com.au/>

You will need to sign up with your ID and will need to inmates name, IOMS, and date of birth.

Fund limits may vary based on the inmates classification so it is wise to check with them what their limit is before transferring funds.

Handing out items

Hand outs are when an inmate needs to hand out items to family or friends .

This is usually to limit the amount of property accumulated in the prison and is usually in the form of completed artwork but can also include excess personal property such as books, games, clothing etc.

This process is started by the inmate completing the forms needed inside and attaching them to said items and handing to the activities officer or in some cases the unit officer. The items are checked, approved, and signed off before being taken out to xblock (visits processing) to be collected or posted out to the nominated person.

It can take some time for this process to be completed so it is a good idea to call and check in every week or so to confirm your pickup is ready before making the trip out to the prison.

You are not permitted to sell inmates property including artwork for a profit while they are incarcerated even if you intend to send the money to them.



Writing and photos

You can write to your loved one and send the mail to.

Inmate Name

PO BOX 5574,

Townsville QLD 4810

All personal mail is opened and read by intel for security reasons. Photos are censored to ensure they are appropriate and don't breach the rules.

You **CAN** send,

- up to 3 photos per day.
- plain cards
- handwritten and typed letters
- Photos of children related to the inmate accompanied by stat dec. ** *(see example on next page)*

You **CANNOT** send,

- Photos of unrelated children, any persons unclothed, victims of the inmate, or restricted by court order.
- No items including cards with glitter, glue, foam, layers, texters or makeup prints.
- No illicit substances
- No material relating to sexual content, illegal conducts, threats, abuse, or nudity.

CAUTION;

Any mail considered a threat to security or safety may be seized and the sender may be charged for mailing illegal items.

Photo stat dec

Below is a guide for what to include in your stat dec when sending photos into the prison to an inmate.

If there is a court order allowing restricted contact then you need to include that information and a copy when you send in the photos. You will need to include the stat dec each time you send in photos of children.

NOTES

- TWCC does not always require a stat dec however it is usually better to be prepared than to have your photos sent back to you.
- Offenders convicted of crimes against children are usually NOT permitted photos. Contact the prison to confirm first.

STATUTORY DECLARATION

My name is _____, I am _____ of _____

(name & DOB)

(state relationship e.g. dad)

(inmate name, DOB, and IOMS).

I am the legal guardian of _____

(children's full names and date of birth)

who is/are related to _____ who is their _____.

(inmate full name)

(state relationship e.g. dad)

I confirm that there are no court orders prohibiting or restricting contact between myself and the offender nor between the children and the offender.

I give permission for _____ to possess photos of these children.

(inmate name)

Safety advice for yourself

It is easy to be blinded by love or simply fall prey to ignorance, but your safety and freedom should NEVER be sacrificed because of the express demands or requests of an inmate.

DO NOT attempt to take, send or by any means introduce illicit substances, cigarettes, or weapons into a correctional facility. Not only are you putting your loved one in bigger danger, but you are risking yourself in the process.

DO NOT ignore abusive, harassing, menacing, or threatening phone calls. There is no excuse for violence. No matter what hardship your loved one has endured they do not have the right to mistreat you. If this is happening to you, please ask for help.

DO NOT send funds you cannot afford or large sums to other inmates. Sending funds to other inmates may involve you in illegal activity you are unaware of, and you could find yourself in trouble for doing so.

DO maintain regular and healthy contact with your loved one, offer moral support and listen to them.

DO enlist the services available and get yourself support.

DO consider getting counselling and join a social group for emotional support.

- When visiting the facility prepare to be exhausted after each visit. Ideally have a clear schedule and plan for bed rest or a movie and comfort food.
- When offering support to your loved one upon their release ensure that doing so would not risk your own wellbeing or that of your children.

Support Services

Having a loved one inside can be exhausting, emotional, and isolating. It is easy to become over involved in prison life and losing yourself in the process. It is important to set clear boundaries and make time for selfcare. Here are a few of the community groups and services who can offer you with information and support.

•Onwards & Upwards NQ
Onwardsandupwardsnq.org

Justice Our way •Elders for change
www.instagram.com/justiceourway

•Sisters Inside
sistersinside.com.au

Legal Aid QLD
www.legalaid.qld.gov.au

Prisoner Legal Service
plsqld.com

•Community Hubs –
Garbutt, Rassmussen, Kelso

•Lifeline 24/7 13 11 14

Purpose

We're delighted to present this comprehensive "How to Guide" designed specifically for families and friends of loved ones at the Townsville Correctional Centre. This guide aims to empower you with essential information to help maintain healthy relationships while supporting your loved one during their time inside. We hope you find this information helpful and supportive as you navigate this journey together!

Disclaimer: This guide aims to provide accurate information for families of inmates at the Townsville Correctional Centre. However, it is essential to follow the directions given by correctional staff, as procedures may change. Always consult staff for the most current information and guidance regarding visits and communication.

Townsville Family & Friends Group

<https://www.facebook.com/groups/tccmf>

QLD Correctional Services

<https://corrections.qld.gov.au/>

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