

PARKLEA VISITOR INFORMATION

The following information is provided to assist you with any queries you may have regarding the visiting conditions at the Parklea Correctional Centre.

If you have any further queries, please do not hesitate to ask our staff or call the centre on (02) 9678 4806.

Parklea Correctional Centre is located at 66 Sentry Drive, Parklea NSW.

VISITS

All persons wishing to visit an inmate at Parklea Correctional Centre must book in advance.

Main Visits are scheduled six days per week (Monday, Wednesday, Thursday, Friday, Saturday and Sunday) and consist of 2 sessions - morning and afternoon.

Area 4 Visits are scheduled on Saturday and Sunday and also consist of 2 sessions - morning and afternoon.

Specific information on session times will be confirmed at the time of booking. Please note that visiting session times may change in order to equitably meet the needs of the inmate population.

If there is an emergency such as the serious illness or death of a family member, special visiting arrangements will be considered by the centre.

Visits from family members, friends, community groups and church representatives are welcomed and encouraged. An inmate can have up to four adults and up to four children visiting at one time. An adult visitor must accompany children under 18.

In special circumstances the General Manager may approve a visit by an unaccompanied minor. In considering such a request, the General Manager must be provided with documented evidence confirming a direct relationship between the minor and the inmate eg birth certificate, marriage certificate (if married to inmate) or adoption documents.

If you are on parole or community based work release, you may be restricted to regulation non-contact (box) visits. However, if you are members of the inmate's immediate family, then you may be permitted a contact visit. If you are presently on bail, depending upon the conditions, you may still visit an inmate.

You need to be mindful of the fact that generally, your suitability as a visitor will be assessed and entry could be refused.

HOW TO BOOK A VISIT

It is advised that you first check to see that the inmate has not moved. To get information where the inmate is located contact: Sentence Administration (02) 8346 1310 (9am – 5pm) or Inmate Records (02) 9289 5258 (weekdays 5-10pm, and weekends 8.30am – 4pm).

Visits may be booked by contacting the Parklea Correctional Centre between the hours 8.00am – 4.00pm Monday to Friday on the number identified below.

Booking Process

- Visits Contact Phone Number: **(02) 9678 4806**
- Provide details of the inmate that you wish to visit, including MIN if known
- Provide details of all people (maximum of 4 adults and 4 children) who will be visiting the inmate, including VIN numbers if known
- Indicate what day/s you wish to attend

PREPARING FOR A VISIT

Make sure you arrive in good time for your visit. If you attend the Centre in a private vehicle it is recommended that you secure the vehicle in the visitor car park. Proceed directly to the visits area where processing will commence.

Do not attempt to visit a centre if you are under the influence of drugs or alcohol because you will be refused entry.

Ensure that you wear enclosed footwear for safety reasons. You will be denied access to the facility if you do not wear enclosed footwear.

IDENTIFICATION

On your first visit to Parklea Correctional Centre you will be required to provide identification (100 points).

The Corrective Services New South Wales will accept one of the following forms of primary identification:

- Current photographic driver's licence issued by any State or Territory of Australia;
- Proof of Age card available from the RTA;
- Current passport or one within two years of expiry date, which will not be valid without other documents which state your current address; or
- Any current photo identity issued by an Australian government department or authority.

OR

The Corrective Services New South Wales will accept any three (3) of the following secondary forms of identification:

- An original or extract of birth certificate;
- An electoral roll enrolment card or other evidence of enrolment;
- A public utility record issued within six months of the date of intended visit eg a telephone, gas or electricity bill, or a water rates, council rates or land valuation notice;
- A current vehicle or boat registration notice;
- A marriage certificate;

- Australian naturalisation or citizenship document or immigration papers issued by the Commonwealth government;
- A current entitlement card issued by an Australian government department or authority; or
- A credit or debit card with the holder's signature.

During the processing of your visit application, this information will be entered into the Corrective Services New South Wales computer database. Should you attend for any subsequent visit you will be required to produce the following identification;

- One primary form of identification verifying the residential address recorded on the Corrective Services New South Wales computer database; or
- One secondary form of identification with a current residential address, which must match the one recorded on the Corrective Services New South Wales computer database.
- Photo ID

Change of visitor details

You must inform the Centre of any changes to your name or residential address to update the Corrective Services New South Wales computer database. You must also produce evidence to verify these changes when you attend for a visit. The identification you produce on any subsequent visit must correspond with the amended details recorded on the Corrective Services New South Wales computer database.

WHAT TO BRING WITH YOU

As a general rule bring as little as possible to a visit and leave valuable items or large amounts of cash at home. There are visitors' lockers for personal items while prams or strollers may be left at the visitor processing centre.

You may deposit money into the trust account of the inmate you are visiting, after the completion of your visit.

The management at Parklea Correctional Centre will not take responsibility for any item lost or stolen during your visit.

Contact the police, Officer in Charge, General Manager or the Corrective Services New South Wales if you are pressured by anyone to take anything into a centre illegally.

Legal documents may be taken into the centre for a signature, by prior agreement with the officer in charge.

WHAT TO EXPECT

Smoking in the Visits Area is prohibited as of 15th September 2008. Smoking is still permitted in designated open areas.

NO packets of cigarettes or matches will be permitted in the Visits Area as of 15th September 2008.

Visiting times can be very busy so it's best to ask any questions you might have before your visit.

On the day of your visit, the person you are visiting will arrive at the visiting area after being called from his unit. All adults will be issued with a wristband, which must not be removed until your visit has been completed. This band will be removed by the visits officer on your departure.

The visit area will have tables and chairs that are numbered and both you and the inmate you are visiting will be allocated a numbered table where you must remain. The table will be secured to the floor in the allocated areas.

The children you bring are your responsibility and, to be courteous to other inmates and their visitors, it is requested that you ensure children are not disruptive in the visiting area.

Inmates are permitted to kiss and hug their visitor at the commencement and on completion of the visit only. No physical contact between adults during the visit is permitted, any inappropriate behaviour will attract the attention of the supervising officer and you may be asked to leave.

You may not join any other group visiting at the same time even if you know them. If you wish to visit more than one inmate at the centre you need to book a separate visit time. Upon request, and with the approval of the General Manager, in special circumstances you may be able to visit with two related inmates at the same time.

Some visitors try to bring dangerous or prohibited materials into the Centre. Be aware that anyone, including children and babies, may be searched. There are four kinds of searches – visual, electronic scanning or detecting, drug dog detection and strip search (which will be conducted by NSW Police Officers).

You may be searched on the way into or out of the Centre. All searches are authorised under the Crimes (Administration of Sentences) Act 1999 and associated regulations.

You should also be aware that drug detector dogs operate in centres. Video cameras also operate in centres and you may be filmed.

Permitted articles into visiting area:

A visitor may bring in the following items:

- \$20.00 in change
- Legal documents (prior approval required)

The only exception will be small children are able to wear a hat and scarf on cold days to Area 4 Visit only. This will be at the discretion of the on duty Correctional Manager Operations. Otherwise no sunglasses, hats or hooded jackets/tops are to enter the inmate visits area with inmates or their visitors.

Visitors may also leave bank cheques/money orders/cash for deposit into the inmates Trust Account at the Centre and socks/underwear (new and packaged only) and court clothes can also be left.

Prohibited Articles:

- Mobile Phones
- Sunglasses
- Hats or Beanies, or hooded jackets/tops
- Cigarette Lighters
- Matches (prohibited in Main Visits)
- Any food items
- Any document without prior approval
- Any other item or object not approved
- Photographs

Parents with infants visiting inmates in the main area are to place all items such as bottles, formula, nappies and tinned food in the locker provided. Parents can take into the main visiting area (for the purpose of tending to the infants needs), one bottle of milk/formula and one dummy/pacifier.

To ensure the security of the Centre is not compromised and to make the visit time pleasant for everyone – including other inmates and their visitors – there are a few rules to keep in mind:

- Don't move the tables or chairs
- Stay with the inmate you arranged to visit
- On contact visits you may kiss – but only on arrival and departure and in an appropriate manner. Don't move around the room unnecessarily
- Remember you are not allowed to pass any items that have not been approved to inmates
- You are only allowed to smoke in Area 4 Visits in the designated area which is on the open grassed area.
- If visitors need to they can utilise the nappy change room. Inmates are not permitted to enter the nappy change room at any time.

Use of Toilet Facilities by Visitors

It is recognised that exceptional medical circumstances exist where visitors may require the use of toilet facilities during a visit. Visitors (visiting medium and maximum security correctional centres) who wish to be given special consideration in relation to a medical condition are required to complete a Corrective Services New South Wales Form and produce a medical certificate establishing that they have a medical condition that warrants special consideration in relation to access to toilet facilities.

This special consideration may also be for the purpose of taking medication outside of the visiting facility. The medical certificate should specify the duration for which the exemption is required.

It should be noted that where the medical condition is ongoing, such evidence would need to be renewed after 12 months. Visitors must also be made aware that any evidence tendered will be subject to verification with the designated doctor or specialist.

Where an application for special medical consideration is approved, visitors are permitted to continue the visit (following use of toilet facilities), provided they are re-screened prior to re-entry into the visits area. Correctional centres are also required to review all current applications for special medical consideration annually.

Where a visitor has applied for special consideration in relation to a medical condition and requires to take medication outside of the visits area), the following conditions apply regarding carrying of medication into a place of detention;

A person has lawful authority to be in possession of or carry drugs for medication into a place of detention is the medication is:

- Contained within its original packaging and is clearly labelled as prescribed to the person carrying it, or the medication is accompanied by a prescription made out to the person carrying it, or by a letter from the prescribing doctor; and
- Stored securely in a vehicle or locker.

It is recognised that some children may need to use toilet facilities during a visit, however for security reasons visitors leaving the main visits area are deemed to have concluded their visit and are not permitted to re-enter for that visit.

NON-CONTACT VISITS

Sometimes you will not be permitted physical contact with the inmate and your visit will take place in a cubicle with a transparent screen between you. These are called non-contact visits and occur when there are security concerns, or when an inmate has breached centre discipline. These visits are monitored and an appropriate standard of behaviour is still expected. No food, drinks or cigarettes are allowed in that area and if you need to leave the area your visit will be terminated.

GIVING INMATES MONEY, PAPERS OR PROPERTY

If you've brought money for an inmate, you can leave it with the Cashier (between the hours of 9.00am – 12.30pm or 1.00pm – 3.30pm, Monday to Friday) or with the visits officers (weekend visit hours only) after you have completed your visit (you will need the correct money on weekends). You may leave up to \$100. The money will be deposited into the inmate's account and you will be given a written receipt. Acceptable forms of money are:

- Bank cheques (no personal cheques)
- Money Orders
- Cash (no foreign currency will be accepted)

If you have legal papers or documents for an inmate, contact the centre before you visit. If the matter is urgent, the centre can make special arrangements for legal papers to be given to the inmate or to be returned to you.

Check with the centre to find out if property can be brought in for a particular inmate. Any property will need to be left at the visits reception area and not given directly to the inmate.

If you wish to leave educational books for an inmate you must contact the centre before your visit as only certain reading material is approved. We do not accept any publications or magazines.

HELP AND SUPPORT FOR VISITORS

Many community organisations provide assistance to inmates and their families through a range of services eg support groups for children of inmates (SHINE for Kids). Other organisations provide assistance such as legal advice and representation.

If you are concerned about the inmate you have visited, for example, if you believe he or she is depressed or suicidal in any way, make sure you raise the issue with the Officer in Charge of Visits.

Should you experience any difficulties which you consider have not been appropriately dealt with you may wish to contact the NSW Ombudsman by telephoning (02) 9286 1000 or 1800 451 524.

VISITOR'S CHECKLIST

- If you're a first-time visitor, have you got proper identification?
Remember, on all subsequent visits you will need to prove your identify upon request.
- Have you allowed an extra 15 minutes to complete any paper work or entry procedures before your visit?
- Confirm you have left any unnecessary valuables or other items banned from the Centre at home?

- If you're travelling by public transport, have you checked the timetables to ensure you will arrive in time?
- If you are late for your visit it will impact on the length of your visit. Visits end promptly at the scheduled times.