

Who else can help you?

If you're not comfortable talking to prison staff or contacting us, ask someone you trust and respect to speak up for you such as:

- A friend, relative, solicitor or chaplain
- A community member or elder
- An Aboriginal or Torres Strait Islander liaison officer
- Official Visitor or counsellor.

Be heard!

We take your concerns seriously. If you've got a problem and can't fix it, maybe we can help!

Contact the Queensland Ombudsman

Use the Prisoner PhoneLink during the access times displayed on the Centre's phones or write to the Queensland Ombudsman GPO Box 3314 Brisbane QLD 4001 using a blue envelope.

www.ombudsman.qld.gov.au

Tel: 07 3005 7000 Toll free: 1800 068 908 Fax: 07 3005 7067



PROBLEMS IN PRISON?

Is something worrying you?

Talk to us!

The Queensland Ombudsman may be able to help.

If you have a problem in prison or a complaint about a government agency you haven't been able to fix, tell us. Even if your complaint doesn't concern Corrective Services, we will try to help sort it out.

We can offer advice on complaints you have about all sorts of Queensland government agencies such as Legal Aid, Parole Boards or Child Safety.

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Confidential • Free • Independent • Impartial • Timely

If you are unhappy with a decision in prison

We investigate a range of prisoner complaints such as:

- Conditions of imprisonment
- Sentence management
- Property issues
- Health services
- Safety issues
- Contact with family.

For example, if you believe you should be doing a program to help you progress through the correctional system, or you are having difficulties with transfers, visits or parole release, we may be able to help.

The Ombudsman will try to make sure you are being treated fairly.

This is what you should do

Take the following action as soon as possible:

- 1.** Talk to your unit, case, block or senior officer about your problem and how you would like it fixed. You can also use a Corrections Complaint Form.
- 2.** If you are not happy with the result, write to the General Manager, Queensland Corrective Services, or Parole Boards using a blue envelope.
- 3.** Still not happy? Then ask to see an Official Visitor.
- 4.** If you still need help, contact the Queensland Ombudsman by:
 - Using the free Prisoner PhoneLink at the Centre (calls are confidential and not recorded)
 - Writing to us using our Prisoner Complaint Form and sending it in a blue envelope (ask an officer for a form).

Queenslanders from all walks of life deserve to be treated fairly...

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