

EASY READ



Prisons

# Inspector of Detention Services

## What we do



Inspector of  
Detention Services

## Who we are

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We are a team of people who **inspect** detention services in Queensland.



**Inspect** means we look at what is happening at the prison.



We want to make prisons better.



We are **independent** inspectors.

**Independent** means we do not work for the prison.

Prisons can't tell us what to do.

## Why we inspect prisons

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We inspect prisons to find out if they are doing the right thing.



We want prisons to be **humane** places.

**Humane** means people are treated the right way.



We want to know you feel safe.

## What happens when we visit

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We check if the prison follows our **standards**.

**Standards** are the things we think the prisons should do.



We talk to people and take photographs.

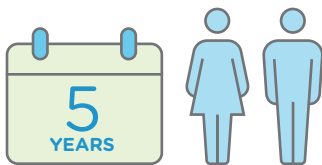


We check if the prison staff follow the rules.



We will ask you:

- what happened when you arrived
- if you feel safe
- if you know your rights
- if you are treated with respect
- if you get health care
- if you get to exercise outside
- if you have good food
- if you get training
- if you know why you are in a prison.

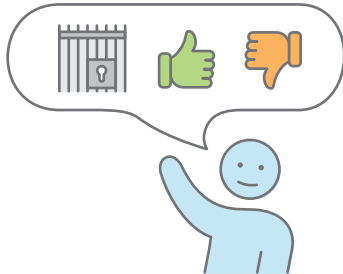


We inspect every prison every five years.

We can inspect any prison when we want to.

## You can talk to us

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You can talk to us about the prison.

You can tell us about things that are not right.



Anything you tell us about the prison is private and confidential.

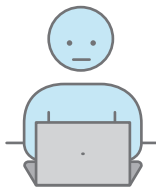
We will not talk to the prison staff about what you say.



With your help, we can find ways to make the prison better.

## We will write a report

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We will write a report about the prison after we inspect it.

We will say what we think should change.



Our report might suggest ways to make the prison better.

We can't force the prison to make these changes.



We will give our report to Queensland Corrective Services and the Queensland Parliament.

They will use our report to decide whether to change things in the prison.



We will put the report on our website.

You can ask for a copy of the report.

## How to contact us

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We are a special team of the Queensland Ombudsman.



### Phone

Prison phone – #01  
General – 07 3005 7000



### Mail

GPO Box 3314  
Brisbane  
Queensland 4001



### Interpreter

131 450



### Speak & Listen

1300 555 727



### Website

[www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)



### Email

[ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

We acknowledge the Traditional Owners of the land throughout Queensland and their continuing connection to land, culture and community. We pay our respects to Elders past, present and emerging.

This Easy Read document is a cut down version of our services. It does not tell everything that we do. It is a way to help more people find out about what we do. Our website tells you more.

