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Document tendered by Mr Brett Collins and the Hon John Howard A.M.P.C.
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Dear Assistant Secretary

I refer to your emails of Thursday 29 June and Wednesday 4 July 2018 regarding the Community Justice Coalition (CJC) visit to Hunter Correctional Centre. This visit took place on 24 May 2018. There were 2 reports appended to the emails:

- Report CJC visit Hunter Correctional Centre;
- Report from Prisoners at Hunter Correctional Centre.

In response to your request for comments I have attached two tables that provide a consolidated CSNSW response, identifying inaccuracies and addressing specific issues raised in each report.

It is not clear from your communications how the content in the Prisoner's report was captured. It would be instructive to understand if this relates to information collected on the day by Brett Collins or if prisoner's views were canvassed via some other means.

My experience of the visit to Hunter Correctional Centre, including conversations I participated in or overheard with inmates, was overwhelmingly positive. I note in contrast that the flavour of the reports provided by the CJC and in particular, the 'Report from Prisoners at Hunter Correctional Centre' was negative.

The report relating to prisoners views contains factual errors and assertions that are without substance. In some instances these appear to directly contradict statements made in the primary report of the CJC visit. I have attached a table illustrating these inconsistencies.

I am particularly concerned by a number of specific references to myself in the prisoners' report. Amongst these is a claim that I have made a number of misleading documentaries about the centre containing 'false promises' that have left 'some inmates disgruntled, angry and depressed.' As I have not made any documentaries or promises to inmates about their prospective conditions at the centre, I consider this misinformation to significantly undermine the credibility of your reports

Corrective Services NSW is keen to understand how inmates and staff are responding to their new environment and have sought feedback via a number of mechanisms. One of these is has been collecting the observations made by visitors to the centre.

As might be expected in the early post commissioning phase of a correctional centre with many novel and unique characteristics, there have been some teething problems that have required rectification. Notwithstanding this, other feedback about the centre from external observers has been positive and complimentary about the efforts taken by staff to create a functional and humane environment for inmates. The exception to this has been your reports that I can only conclude lack objectivity.


To ensure that we have a comprehensive and objective understanding of how the rapid build centres are operating, the Corrections Research, Evaluation and Statistics unit have designed and commenced a rigorous evaluation of the Rapid Build Centres that will focus on five key components:

- Social climate;
- Operational outcomes;
- Purposeful activity;
- Cost/benefit analysis;
- Reoffending outcomes.

The evaluation will utilise standardised tools to provide an unbiased, reliable assessment of the functioning of the Rapid Build Centres, including Hunter Correctional Centre. The results will be compared with those from other centres to ensure that the correct inference can be drawn from any observed differences.

I hope that our comments will be given appropriate consideration and some degree of accommodation in your final reports. If not I would have reservations about supporting future visits to correctional centres by your organisation.

Yours sincerely



Luke Grant

Assistant Commissioner, Corrections Strategy & Policy

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Report CJC visit Hunter Correctional Centre	CSNSW Response
<b>CJC Notes</b>	
<i>There are currently 235 staff at Hunter Correctional Centre, including 170 custodial staff, CSI industries, BSI education and TAFE educators, looking after 359 prisoners. It has capacity for 400 prisoners.</i>	There are currently 234 staff at HCC.
<i>The shift arrangement is different to other prisons with two twelve hour shifts that allows prisoners to be longer out of the dormitories, to use the outside areas. It wasn't clear that this arrangement was permanent.</i>	This is a permanent arrangement and the centre has been funded, staffed and scheduled on the basis of two 12 hour shifts. The centre's 'structured day' aims to maximise engagement of inmates across the whole day and to significantly extend the time out of the accommodation areas. The daily routine provides for inmates to be employed for one half of the day and then engage in education or therapeutic programs and leisure activities programmed across two additional periods of the day.
<i>The prison is divided into four pods each with four 25 person dormitories.</i>	The Correctional Centre has four accommodation units. Each unit has four pods each housing 25 inmates in dormitory style accommodation.
<i>A and B pods are higher security, while C and D are lower security.</i>	The classification/security of the pods is dependent on the cohort and risk factors that are identified during bed placement and management. The centre is designed and staffed to maximum security specifications.
<i>It has been open since early February 2018. Many prisoners stated that they were told to get onto the transport trucks and were given no choice regarding the move. Some were classified as C2's in Nowra ready for day leave so the move to maximum security Hunter meant they lost their relaxed living conditions.</i>	Minimum security inmates were moved to the Hunter CC as part of the standard testing regime adopted by CSNSW for commissioning new correctional centres. Inmates who have requested not to remain in the centre are being re-classified to other centres.
<i>Instead of half day visits in normal prison clothes they had less than an hour visits, had to strip naked, have intrusive genital searches and dress in white overalls.</i>	As part of the centre's initial set-up and consistent with a maximum security regime, standard 1 hour visits were implemented. As indicated during the on-site briefing to the CJC, this arrangement was under review. The review sought to optimise the use of the visits

	<p>facility and had regard to the capacity and configuration of the visitor centre and the actual number of visits received at the centre over the 3 month period. The review has now been completed and a new visits process has commenced. Visits now occur in 1 hour 45minute sessions, with a 20 minute change over. This ensures that inmates have the full 1 hr 45 min with their visitors. Those inmates with visitors who are required to travel excessive distances are encouraged to apply for extended visits.</p> <p>All inmates who have visits at the centre are required to wear white overalls and undergo full body searches, as standard practice in all maximum security centres. Describing this as 'intrusive genital searches' implies that a process inconsistent with standard searching procedures has been adopted. This is incorrect.</p>
<p><i>They complained that they had lost personal possessions during the transfers. They said that the complaint procedure was not working effectively and their complaints were not being handled properly. Family complaints were not being addressed.</i></p>	<p>The centre's inmate complaint process has been reviewed by the Official Visitor and complaints are being dealt with in an efficient and timely manner. All property issues have been rectified at the Hunter as reported by the Official Visitor.</p>
<p><i>There are 200 prisoners in industries and 100 in therapeutic programs, arts, music, domestic violence and addiction programs. The oval is open, there is an activities section with exercise bikes, although we did not see them</i></p>	<p>There are two exercise bikes, two rowing machines and two full multi weights stations, in addition a number of units of Parkfit equipment are positioned around the running track.</p>
<p><b>Education Programs</b></p>	
<p><i>These are provided by BSI and TAFE in a classroom section. We dropped in on a group under instruction from a TAFE educator. They were doing business management. It was not the first choice for some, but all appeared to be engaged. A computer course was also being taught. There were rooms for music, equipped with guitars and an art room.</i></p>	<p>TAFE continue to deliver services at the Hunter CC as part of a suite of courses delivered by external service providers. There are currently 358 inmates engaged in either education or therapeutic programs Monday to Friday each week. Current courses being facilitated</p>

	<p>include;</p> <p><b>TAFE</b>                  2 x Technical drawing classes                  These inmates will then run into the Cert II Engineering</p> <p><b>BSI</b>                  1 x Work effectively with others class                  Cert II in Horticulture will be ready for these inmates to go into at completion                  Level 2 Foundation                  2 x Cert II Hospitality                  Cert II Business</p> <p><b>ORANA Arts</b>                  Cert II Creative Industry, Music &amp; Art</p> <p>On 24 May 2018 the following <b>EQUIPS</b> therapeutic programs were running                  7:30 – Foundations                  9:30 – Addictions                  1:00 – Aggression                  3:00 – Foundations</p>
<p><b>Sport and Recreation</b></p>	
<p><i>We spoke to some of the prisoners in the recreation outdoor area called the oval. The grass area had been trampled to bare soil. It seemed that all prisoners in the one pod of 100 people from four dormitories were assembled in the space.</i></p>	<p>The oval is grassed although subject to water stress and wear and tear. There is ample space between the Oval and Activity area for inmates to utilise the exercise equipment or recreation equipment. This area has water bubblers and showers/toilets, with a Barber available for haircuts.</p>
<p><i>There are four phones on the oval and two phones in each dormitory. There weren't any people in queues for access. The time for each call remained limited at six minutes as with all NSW prisons.</i></p>	<p>The Governor advises that inmates housed at the Hunter CC are eligible for ten minute phone calls.</p>
<p><i>There was no boxing bag however some fixed exercise equipment was ordered.</i></p>	<p>Boxing or any form of fighting is strongly discouraged with inmates. Exercise equipment provided includes,                  2 x full multi weight stations                  2 x rowing machines                  2 x exercise bikes                  5 x Parkfit fixed workout stations</p>

RESPONSE TO THE REPORT OF THE CJC VISIT HUNTER CORRECTIONAL CENTRE

	<p>Pinpong tables Various balls etc. All of this was in place and on show at the time of the CJC visit so the suggestion that equipment was absent but on order is misleading.</p>
<p><i>Many said that they were happy with the prison, but complained about other prisoners snoring in the dormitories. When asked if they felt unsafe to go to sleep with many others around them, they said they could sort that out amongst themselves.</i></p>	<p>The centre has not received complaints from inmates in relation to snoring or noise in the accommodation units. All units are fitted with noise dampening systems.</p> <p>During the CJC visit it was observed that Brett Collins actively sought to illicit responses from inmates around their exposure to snoring in the accommodation units. Some inmates indicated that they were aware of some snorers which is to be expected. This does not constitute a complaint.</p>
<p><b>Services</b></p>	
<p><i>In the area between the pods called Central Support we saw a billiard room, a multi-faith prayer space, 2 General Libraries with very limited books, each with two red computers.</i></p>	<p>There is an activities room with Table Tennis, TV and board games. 2 x librarians are employed to manage an ample supply of books, with more books being received from the central library. The libraries are fitted with 2 x green inmate PC's in each library - additional PC's have been requested to be fitted.</p> <p>The total number of green computers in the centre is 52. The total number of red computers in the centre is 8.</p>
<p><b>Sleeping quarters</b></p>	
<p><i>There is a refrigerator, a microwave (which still needs a dedicated space), a sandwich press, and hot water urn available to prisoners. There are tables and stools for meals. Prisoners provide their own utensils. We were told there would be another fridge. The one there was filled with bread and other food.</i></p>	<p>All accommodation pods are fitted with; 2 x fridges commercial toaster 2 x microwaves commercial sandwich press</p>

	<p>Hot water Zip urns BBQ in the external yard.</p> <p>Inmates are supplied cutlery in their weekly inmate rations pack and are not 'required to provide their own utensils' as stated.</p>
<p><i>Prisoners were generally happy with the accommodation although everyone agreed that they would prefer to have the privacy of their own normal cells where they could relax and behave without others' observation. Snoring was an issue for many. They all knew who the snorers were. The noise of a cough could be heard in the whole dormitory. A sharp step on the concrete floor reverberated in the steel/concrete area. The same problem was mentioned in the Central Support area through which all prisoners had to pass.</i></p>	<p><b>This statement is inaccurate. Many inmates have expressed a preference for the open style living and the freedom of movement this facilitates. No complaints of snoring have been received. The statement "The noise of a cough could be heard in the whole dormitory. A sharp step on the concrete floor reverberated in the steel/concrete area" is an exaggeration. All accommodation units are fitted with noise dampening systems that appear to be effective</b></p>
<p><i>No-one expressed concern about risk of attack in the night, but there was social pressure to respond in front of others...</i></p>	<p><b>This suggests a lack of objectivity by the authors of this report. It is convenient to speculate that when inmates provide responses to questions that do not align with the interviewer's expectations that coercion of some form has been applied. In this case the more plausible alternative explanation is that the inmates are genuinely not concerned for their safety at night.</b></p> <p><b>The levels of staffing and surveillance in the rapid build centres in the evening, surpasses all other centres. Staff can initiate an immediate response when a problem arises and inmates are very aware of this.</b></p> <p><b>Staff take safety concerns expressed by inmates seriously. Any inmate that requests to be moved is interviewed by a Functional Manager and all steps are taken to ensure inmate safety.</b></p>

**Visiting Area**

*The visiting area allowed 30 prisoners at a time and happens on Saturday or Sunday only. It had a series of tables and chairs fixed to the floor, and an area in the open air for when the weather was good.*

*Prisoners said that they were only getting effectively 45 minutes visiting time, and those who were previously in low security said they were being strip searched and lost previous half day visits.*

*Some families had to make long journeys to get there. We took this up with the Governor who said that they were planning to extend the visiting hours and there is flexibility for people who travelled long distances.*

**The minimum security inmates housed at the centre must undergo the same security protocols as other inmates to maintain the good order and security of the centre, this is standard practice.**

**As previously mentioned the visits review has been completed and a new visits process has commenced. Visits now occur in 1 hour 45minute sessions, with a 20 minute change over. This ensures that inmates have the full 1 hr 45 min with their visitors. Those inmates with visitors who are required to travel excessive distances are encouraged to apply for extended visits.**



<b>Statement from the Report from Prisoners at Hunter Correctional Centre (provided by CJC)</b>	<b>CSNSW Response</b>
<i>Here is our report of the outstanding issues that is causing concern with inmates to the point that they are having psychological issues</i>	The assertion that inmates are experiencing 'psychological issues' arising from unresolved matters has not been substantiated by any factual information or expert opinion. It is a serious and unsupported claim that should be removed from this document.
<i>Before inmates were transferred to the prison, the Assistant Commissioner, Luke Grant, made a couple of documentaries describing what he termed as 'benefits' of the rapid-built prisons, here at the Hunter and Macquarie</i>	CSNSW produced one information video for prospective inmates of these centres, however, Assistant Commissioner Grant did not feature in, or contribute to the production of this video.
<i>Inmates were sceptical of these documentaries and <b>most</b> inmates were strongly opposed to the dormitory style of accommodation, and for good reason.</i>	This claim is incorrect, a substantial number of inmates submitted applications to be considered for placement at the Rapid Build centres. Furthermore the CJC visitors did not speak to 'most' prisoners at the centre or canvas their opinions about this.
<i>Prior to this centre opening, correctional officers requested for volunteers to go to the Hunter Correctional Centre and when they didn't get the response they hoped for, CSNSW transferred inmates against their will, to the Hunter Correctional Centre.</i>	All inmates transferred to either the Macquarie or Hunter Correctional Centres were selected by Inmate Classification and Placement in accordance with suitability and eligibility criteria.
<b>Visits</b>	
<i>In some cases, inmates have been moved from a prison facility that was close to family members, and transferred five hours north leaving them and their families emotionally distraught as they can no longer receive regular visits from their families.</i>	Inmates are transferred to gaols closer to family when they are found suitable for that particular centre and when beds are available.
<b>Phone</b>	
<i>One of the broken promises from Luke Grant was that inmates could make ten minute personal calls; however, this is not correct. Further inquiries from inmates has revealed that only six minute calls are available as that state prison phone provider can only change call; duration for all prisons throughout New South Wales. The promise of ten minute personal calls was a false promise which has left some inmates disgruntled, angry and depressed.</i>	<p>What is the basis for this statement that attributes a promise made to inmates in relation to the duration of telephone calls to Assistant Commissioner Grant? Mr Grant has not been responsible for communicating any information to inmates about the benefits of placement in a rapid build or about the duration of telephone calls.</p> <p>Furthermore the inflammatory statement that inmates are depressed, angry and disgruntled as a consequence of being misled is even more puzzling given that the</p>

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	<p>centres Governor has advised that inmates at the Hunter Correctional Centres have the capacity to make 10 minute calls to their personal numbers. This arrangement is unique to the rapid build centres and workarounds were required to extend call time restrictions at these sites.</p>
<p><b>Movies</b></p> <p><i>Another broken promise of Luke Grant was that the rapid built prisons would have up to fifty movies a month, however, this is not the case. For the first two months no movies were available. After that, inmates had access to approximately 8 movies a month. As of 4 May 2018, the movies channel has been disabled, this has the effect of causing further boredom and with this boredom, some inmates stay up playing cards or horsing around keeping the working inmates awake well past midnight. Working inmates are then expected to get up at 6am for work.</i></p>	<p>The DVD players at the Hunter Correctional Centre failed in the post commissioning period disrupting capacity to broadcast videos. New players have been installed. The centre is looking at a more durable player to improve longevity. The inmates have a choice of 8 movies per week, which equates to 32 to 40 movies per month. Inmates also have access to free to air television channels that include some movie content.</p>
<p><b>Dormitory Housing</b></p> <p><i>The next issue of concern is the dormitory style of housing, there are 25 inmates per pod, all mixed together. There are the older quieter inmates who just want to do their time, who are forced to mix with younger inmates who just want to stir up trouble and cause fighting. This has created significant concerns for some inmates with fear of being attacked or assaulted while they sleep, especially since the prison has a no transfer policy from pod to pod. Therefore, there is no escaping the threats and abuse.</i></p>	<p><b>This is not accurate. Where is the evidence for this? Inmates are housed in accordance with their classification and risk assessment. Inmates who express safety concerns are counselled by staff and if they have outstanding concerns they may be relocated pending bed availability to another accommodation pod or removed to the Multipurpose Unit awaiting classification to another Correctional Centre.</b></p> <p>During the CJC visit to the centre I participated in a conversation with Brett Collins and an older inmate serving a lengthy sentence who was well known to Brett and myself. This older inmate made it very clear that he was enjoying the social opportunities provided by the open accommodation unit design. In particular he described the virtues of being able to sit at a table to eat his evening meal with different company of his choosing each evening. He described this as the best experience he had had in prison.</p>

<b>Inadequate Medical, Dental, Therapeutic Services</b>	
<p><i>This centre has been open since March 2018 and to date there is no dental service at this prison. There is also no therapist here at the centre and for those inmates requiring those services; they are transferred to other centres throughout New South Wales.</i></p>	<p><b>Inmates have access to dental services and are placed on a waiting list. Dental services are conducted at the Shortland Correctional Centre on a regular basis. Inmates scheduled for dental treatment are subject to a Section 38 movement order that authorises movements between correctional centres on a correctional complex and are returned to Hunter Correctional Centre on the same day.</b></p>
<p><i>There are lengthy delays in seeing a doctor and can personally attest to being on a waiting list to see the doctor for over three months. For example, for diabetics these long delays are not only ridiculous but also dangerous to their health. A diabetic blood sugar level must be regularly monitored and checked.</i></p>	<p><b>Nurses regularly check diabetic patient's blood sugar levels and a doctor visits the centre on a monthly basis. Those inmates requiring immediate treatment are seen at local hospitals.</b></p>
<p><i>The Hunter Prison has no facilities to treat inmates dental problems, and they would need to be transferred to the old Cessnock Prison to see a dentist. There have been on occasion requests by some inmates to see a psychologist. In these situations, those inmates have been transferred to other prisons to receive such treatment. The withholding of medical treatment is in contravention to <b>s57A of the Crimes (Administration of Sentences) Act 1999</b> as it is the law that inmates receive medical treatment.</i></p>	<p><b>All inmates are receiving medical treatment. The Hunter Correctional Centre has a full time Senior Psychologist and two full time Psychologist positions. Those inmates who require Psychiatric treatment are seen by a visiting service provider when required or transferred to a centre who have the services to ensure inmates receive the treatment required.</b></p> <p><b>There is no Section "57A of the Crimes (Administration of Sentences) Act 1999". Section 57 provides for drug testing of inmates and is not relevant.</b></p> <p><b>Section 72A relates to medical attention and may be more relevant. It provides that an inmate must be supplied with such medical attendance, treatment and medicine as in the opinion of a medical officer is necessary for the preservation of the health of the inmate, of other inmates and of any other person.</b></p> <p><b>There is no suggestions that inmates at the Hunter CC are not being treated in accordance with the assessment of a medical officer.</b></p>

<p><b>Compulsory Activities</b></p>	
<p><i>Another concern for inmates is the compulsory activities that inmates here at the Hunter are subjected to. First, it is compulsory for inmates to participate in literacy and numeracy programs, five days a week. If inmates do not participate in these programs they are confined to solitary confinement at the clinic for up to eight hours. This style of punishment contravenes s164 of the Crime (Administration of Sentences) Regulations 2014 and s53 of the Crimes (Administration of Sentences) Act 1999.</i></p>	<p><b>The Hunter Correctional Centre has a broad range of programs, activities and educational classes available to inmates. All inmates are required to fully participate in the structured day routine. Education classes such as numeracy and literacy are part of the structured day routine and are aligned to an inmate's educational competencies as assessed by an accredited core skills assessment. The structured day is divided into 4 sessions, of 2 hours duration each. If an inmate refuses to comply with centre routine they are housed in the Reception/Clinic Holding cells with other inmates for the duration of the session. This is not akin to solitary confinement. Inmates are not placed in this area as a form of punishment, but for supervision over the period, as all other staff are deployed to other locations.</b></p>
<p><i>Ironically, it has been the position of the CSNSW Commissioner to deny distance education to inmates with a low LSI-R score, yet force those same inmates to participate in literacy and numeracy programs, regardless of inmates previous education level and particular skill set. Second, is the compulsory attendance at the oval five days a week. This becomes a bigger issue for the older inmates, where a typical week consists of work from 6:30am until 12:00pm, then lunch until 1:00pm. Then there is compulsory attendance at the oval from 1pm to 3pm and then programs until 5pm. This is a very long day for the inmates aged over 55 years and equates to an 11 hour work/programs day. These long days has caused stress and anxiety for some inmates, who desperately wish to transfer from this prison.</i></p>	<p><b>Industries commence work at 7am and run through to 11:30 am, before inmates are returned to their pods for afternoon musters and lunch. These inmates are then released at 12:30 to attend programs or to the oval/activities area. Inmates rotate between one of these areas after 2 hours.</b></p> <p><b>All inmates who wish to transfer to another gaol, undergo a classification and placement review. Those deemed suitable for a change of placement are forwarded to the Inmate Classification and Placement team for review. If approved those inmates are placed on a waiting list for bed availability at an alternative the gaol of Classification.</b></p>
<p><b>Lights</b></p>	
<p><i>In each pod there are 40 fluorescent lights, each approximately 6ft long and 14 night lights. That equates almost two lights per inmate. These lights are a major cause of stress and anxiety. The main lights</i></p>	<p><b>This statement is inaccurate, inmates recently requested lights to be turned on earlier, so as to allow them more time to prepare for the day's</b></p>

<p>are switched on between the hours of 6:00am until 9:00pm. As the last muster of the day is conducted at 9:00pm, generally inmates do not quiet down until 11pm.</p> <p>The main lights are on for 15 hours a day and working inmates are kept awake for 17 hours a day. Even when the main lights are switched off, the night lights illuminate the dorm and it becomes necessary to cover your head to get some sleep. Inmate have tried to cover up the night lights, but the officers switch on the main lights until the night lights are uncovered. This has resulted in deep resentment towards officers at the Hunter and every inmate I have spoken to are trying to get transferred to another prison.</p>	<p>activities.</p> <p>Lighting has been tested and does not interfere with inmates sleep patterns.</p> <p>When requested by inmates in pods, pathway lights have been switched off.</p>
<p><b>Automatic Window Louvre</b></p>	
<p>The window louvres are on automatic temperature control setting and once a day they repeatedly open and close as part of a maintenance routine. This maintenance routine is an hour in duration each day. The noise from this routine is extremely irritating to inmates. There is no reason why this maintenance routine cannot be scheduled once a week, instead of daily, other than to irritate inmates. Requests to change this maintenance have been ignored.</p>	<p>The maintenance routine is an essential requirement and is undertaken as per the manufacturer's specifications. These checks are completed during daylight hours, when the majority of inmates are engaged in their daily routine. The opening and closing of the louvres takes 15 minutes on cycle.</p> <p>The louvres are controlled by thermostat and are linked to the fire system and tempered air system. When the inside of the accommodation units is hotter than the outside the louvres open to allow cool air in to maintain temperature in the pod. The governor advises that louvres were opening in the early morning, inmates said that this was too cold. They have been adjusted so that they do not open in the morning.</p>
<p><b>Computer Access and Incentive Payments</b></p>	
<p>In Luke Grant's documentaries, he suggests that computer access would be available to inmates up until 9pm. However, this is not the case, computer access is only available to distance education students during weekdays for two hours per day. Another false promise was incentive payments to inmates who participate in life skills programs and work. Inmates have inquired about this incentive payment and have been told, that such payments do not exist. These broken promises have resulted in inmates not wanting to participate in any further life skills programs.</p>	<p>This is incorrect, inmates have access to PC's in the education session of their structured day and also in the evenings up to 9pm in the central support area).</p> <p>The total number of green computers in the centre is 52. The total number of red computers in the centre is 8.</p> <p>Incentive payments have been arranged for all inmates as part of the incentive scheme.</p>

<p><b>Printing and Photocopying Costs</b></p>	
<p><i>The governor at the Hunter Prison has set a minimum price of fifty cents per page to print and photocopy. At other prisons, the printing cost per page was free, while some prisons charge twenty cents per page. Up until the 7<sup>th</sup> June 2018, there was no cost for printing educational material however, upon the governor discovering that education staff were not charging for the printing of educational material he imposed a policy that all printing be charged at fifty cents per page, This exorbitant fee has resulted in inmates not requesting any printing, putting at jeopardy their current legal matters.</i></p>	<p><b>Inmate printing arrangements at Hunter CC are in line with standard practice. Generally correctional centres charge a fee of up to \$1 per page. Educational material required by inmates as a one off is printed for free. However inmates that are known to request printing on a regular basis or ask for excessive printing are charged the nominal cost of 50 cents per page.</b></p> <p><b>The Governor advises that only a handful of inmates have been charged for printing.</b></p>
<p><b>No privacy</b></p>	
<p><i>Inmates were aware of the dormitory style setup here at the Hunter before arriving. Inmates do not like this as it diminishes privacy. So when CSNSW got not positive reply to requests to transfer to the Hunter, the Commissioner used his executive power to transfer inmates against their will. At the IDC delegates meeting, the governor approved a curtain for the doorway of each cubicle, however, that has not occurred. In addition to this, there are 15 cameras in each pod that monitors inmates movements 24 hours a day. The cubicle walls are 1.5 metres high, which inmates carry on conversations across cubicles, while other inmates are trying to sleep. There is no privacy whatsoever and we don't know any inmates who want to stay at this centre.</i></p>	<p><b>The curtains have been manufactured by CSI and are currently awaiting installation by overseers.</b></p> <p><b>The statement about the number of cameras is inaccurate. There are 9 Cameras inside each pod.</b></p> <p><b>The insinuation that no inmates wish to remain at the centre is completely false. The Functional Manager Case Management has received in excess of 35 requests by minimum security inmates to remain at the centre to complete the custodial component of their sentence.</b></p>
<p><b>Conclusion</b></p>	
<p><i>This centre has been a big disappointment and all the inmates that we have spoken to can't wait to transfer out of here, the majority of inmates here are medium and low security who have been relocated here to a maximum security prison. This is a major step backwards in progressing through the system. In addition to this, inmates are forced to participate in irrelevant programs in a hope to reduce recidivism, however, with the level of resentment as described above the programs will have the opposite effect and increase resentment against those in authority. To reduce recidivism inmates must want to change and this change should be encouraged and not forced. There needs to be more resources made available to those inmates who want to change and have demonstrated a willingness to change and not be repressed and held back.</i></p>	<p><b>The centre was designed to a maximum security standard with the expectation it would utilised predominantly by maximum and medium security prisoners. This is currently the case. The statement that the centre has been a 'big disappointment...' contradicts the statement in the CJC Report visit Hunter Correctional Centre page 4 "Many said that they were happy with the prison, but complained about other prisoners snoring in the dormitories...".</b></p> <p><b>The new custodial case management system that had not been fully bedded down at the time of the CJC</b></p>

	<p><b>visit will ensure that offenders are allocated to programs commensurate with their risk and needs. Motivation to change will be an important element of the new system and staff at the centre have received 'motivational interactions' training to enhance their skills to support the change process.</b></p>
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INCONSISTENCIES BETWEEN 'REPORT CJC VISITS HUNTER CORRECTIONAL CENTRE' and 'REPORT FROM PRISONERS AT HUNTER CORRECTIONAL CENTRE' (HCC)		
CJC VISIT HCC	REPORT FROM PRISONERS AT HCC	CSNSW Comment
<p>Education programs pg, 3:  <i>We dropped in on a group under instruction from a TAFE educator. They were doing business management. It was not the first choice for some, but all appeared to be engaged.</i>  <i>It was not the first choice for some, but all appeared to be engaged.</i></p>	<p>Conclusion, pg 4:  <i>In addition to this, inmates are forced to participate in irrelevant programs in a hope to reduce recidivism; however, with the level of resentment as described above the programs will have the opposite effect and increase resentment against those in authority.</i></p>	<p>Despite a business management course not being the first choice for some individuals inmates, all appeared engaged in the content which does not reflect the level of resentment referred to in the Prisoner's report.</p>
<p>Sport and recreation, pg 4:  <i>Many said that they were happy with the prison...When asked if they felt unsafe to go to sleep with many others around them, they said they could sort that out amongst themselves.</i></p>	<p>Dormitory Housing, pg 2:  <i>There are the older quieter inmates who just want to do their time, who are forced to mix with younger inmates who just want to stir up trouble and cause fighting. This has created significant concerns for some inmates with fear of being attacked or assaulted while they sleep, especially since the prison has a no transfer policy from pod to pod. Therefore, there is no escaping the threats and abuse.</i></p>	<p>Concerns of inmates as reflected in both reports do not appear to match.</p>
<p>Sleeping quarters, pg 5  <i>Prisoners can make phone calls on phones right up to 9 pm. Some said they appreciated they "can call the kids to say goodnight."</i></p> <p>Sleeping quarters, pg 6:  <i>They liked to go outdoors and see the stars – some for the first time in decades.</i></p>	<p>Nil</p>	<p>Positive inmate experiences appear to be completely left out of the Prisoner's report.</p>
<p>Sleeping quarters, pg 5:  <i>Prisoners were generally happy with the accommodation although everyone agreed that they would prefer to have the privacy of their own normal cells where they could</i></p>	<p>Pg 1:  <i>Here is our report of the outstanding issues that is causing concern with inmates to the point that they are having psychological issues emotional</i></p>	<p>The primary CJC report presents a more positive account of inmates' experience of the</p>



<p><i>relax and behave without others' observation. Snoring was an issue for many. They all knew who the snorers were. The noise of a cough could be heard in the whole dormitory. A sharp step on the concrete floor reverberated in the steel/concrete area. The same problem was mentioned in the Central Support area through which all prisoners had to pass.</i></p>	<p><i>outbursts and are just generally depressed.</i></p> <p>Conclusion, pg 4: <i>This centre has been a big disappointment and all the inmates that we have spoken to can't wait to transfer out of here..</i></p>	<p>centre and recognises that inmates are generally satisfied.</p> <p>The prisoner report is at odds with this account and claims that the centre environment and regime is generally having adverse psychological impacts on the inmates</p>
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