Prisoners' Legal Service

Prison News

INFORMATION SHEET FOR PEOPLE IN PRISON IN QLD
PRISONERS' LEGAL SERVICE INC
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Prisoner Telephone System

Prisoners must use the Prisoner Telephone System (PTS) to make calls. Queensland Corrective Services (QCS) decides when the PTS can be used and the time limit and frequency of calls made.

Free calls

The following agencies are free to call from all prisons in Queensland:

Queensland Ombudsman	Office of the Public Guardian	Crime and Corruption Commission	Legal Aid Queensland
Human Rights Commission Queensland	Centrelink	Department of Child Safety, Seniors and Disability Services	Child Support Agency
Department of Housing and Public Works	State Penalties Enforcement Registry	National Redress Scheme	ATSILS
Official Visitor	Prisoners' Legal Service	Centre Intelligence Unit	Office of the Health Ombudsman

The number to dial for each agency depends on which prison you are in. There should be a list with the different numbers to call next to the prison telephone.

There are also some other agencies you can call for free from some prisons. For example, if you are in a female prison, you can call Sisters Inside on the free call system.

Adding telephone numbers to your account

If you want to add telephone numbers to your account, you must submit the Administrative Form 28 *Application to Enrol/Amend the Prisoner Telephone System*. You can list up to 10 numbers on your auto-dial list.

You must state if you are the respondent of a current domestic violence, protection or restraining order if the person you wish to include on your auto dial is a subject of that order.

These numbers will be checked by QCS before being added to your account. Some phone numbers may not be approved. For example, if there is a domestic violence order that does not allow you to have any contact with someone, you cannot have them listed on your PTS.

Some agencies cannot be added onto your PTS. These include, financial institutions; a TAB or any gaming agency; a government agency; an information service (e.g. services with telephone numbers starting with 1800, 1900); an Official Visitor; a paging service; another corrective services facility (unless approved); or a Community Corrections office (unless approved).

To pay for your calls, you must also complete the Administrative Form 28B *Transfer of Funds for Prisoner Telephone System* to transfer any required funds into your telephone account.

This broadsheet is intended to provide legal information only and is no substitute for legal advice. If you wish to take any action arising from matters raised in this publication you should consult a lawyer immediately.

Diverting telephone calls

Diverting telephone calls from prison is a criminal offence.

You must not:

- Call an approved telephone number knowing the call will be diverted to another telephone number to allow you to contact someone other than an approved person.
- Continue with a call that:
    - you know is diverted from an approved telephone number to another telephone number; and
    - allows you to contact someone other than an approved person.
- Call an approved telephone number and ask the person called to make a conference call to someone else.

Monitoring telephone calls

Most calls you make on the PTS are monitored and recorded.

Your personal calls are being recorded and you should assume that they will be listened to.

The only calls that cannot be monitored are those between you and the following people/agencies:

- Your lawyer
- An officer of a law enforcement agency
- The Parole Board Queensland
- The Ombudsman
- The Inspector of Detention Services

If you are on a call and QCS believes that the call constitutes an offence, is a breach of a community order or is a threat to the good order and security of the prison, they may end the call.

If as part of your call you are believed to be talking about the commission of an offence, QCS must provide the recording of the call to the correct law enforcement agency, who will then investigate.

The Parole Board Queensland also checks the details of PTS calls when making parole decisions.

Contact Prisoners' Legal Service

By phone: Call our free advice line on **Tuesdays between 9-11am and 12-2pm**

By mail: Send a free blue letter to **GPO Box 257, Brisbane, QLD, 4001**

We know it can be hard to get through to our prison advice line. This is because so many people are trying to call us. Because we are very small, unfortunately we cannot answer all calls.

If you can't get through to us by phone or mail, you can ask someone in the community to make an online enquiry on your behalf. Online enquiries can be made on our website at www.plsqld.com

We can't discuss your legal problems with a third party, but they can let us know that you are trying to get in touch.

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