

## Gaol mail

### Automatically fill in in correctional centre address in client address

If your client wants their mail sent to them in custody, select the Custody Location at the top of the address data entry field. The custody address can be selected as either the postal address or the home address.

When you select an option in the Custody Location field, this will fill in the correctional centre address as either the home or postal address.

Do not use this option if the client wants their mail sent to an address outside custody.



## HOW TO ADD A CUSTODY ADDRESS IN GRANTS ONLINE

What you need to do when entering client custody address details in Grants Online

1. Update Client or create New Application or Extension, the Personal Details tab opens, Select Edit under Home Address or Postal Address.

Applicant 1

Personal Details | Additional Details | FAP / Dependents | Income | Assets

Title\*

First Name\*

Middle Names

Surname\*

Gender\*

Date of Birth\*

Do not use the lawyer's email address as the client's email address.  
When entering an application, do not tick the box to "Send all my correspondence to my lawyer only" unless there are client safety conc

**Home Address** **Postal Address**

Even if you are in custody  Leave blank if same as Home Address

[Edit](#) [Clear](#) [Edit](#) [Clear](#)

Are you currently homeless?\*

Would you prefer to be contacted by email?\*

Email Address

Send all my correspondence to my lawyer only

Home Phone  Work Phone

Mobile Phone  Other Contact Phone

2. The Address Details window opens.

### Address Details

#### - Custody/Detention Location Address:

Custody / Detention Location

#### - Australian Address:

Address Format

Address Line 1

Address Line 2

Unit/Flat

Street Number

Street Name/Other

Suburb/Town  State  Postcode

DX Exchange

#### + International Address:

- If your client wants their legal aid correspondence mailed to them in custody then select a Custody/Detention Location from the dropdown eg Bathurst Correctional Centre. The custody address will be filled in, and all address fields are read only except for Custody/Detention Location.

Address Details

#### - Custody/Detention Location Address:

Custody / Detention Location

#### - Australian Address:

Address Format

Address Line 1

Address Line 2

Unit/Flat

Street Number

Street Name/Other  RD

Suburb/Town  State  Postcode

DX Exchange

#### + International Address:

- Select Ok or change the custody/detention location from the drop down to a different location.
- To use the Custody Location address, you must select **Yes** to the question 'Are you in custody or detention?' **and**
  - Enter the same Custody/Detention Location as per custody location address entered in Home or Postal address
  - Enter Date remanded
  - Enter the Corrective Services ID (MIN or CIMS)

Custody Details

Are you in custody or detention?

Custody / Detention Location

Date remanded into custody or detention

Corrective Services ID

If the client correspondence is to be sent to the custody location, select the custody location in home or postal address.