

Handbook for Volunteers in the Department for Correctional Services



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Department for Correctional Services Volunteer Policy

Definition

Volunteering involves people undertaking **unpaid work** of their own free will, which will benefit.

- ◇ The Community,
- ◇ The Department
- ◇ It's Clients.

This activity will be carried out within the formal structure of the Volunteer Unit. According to Departmental definitions a volunteer means a person who is registered as a volunteer with the DCS Volunteer Unit (Accredited Volunteer). **Volunteers from other agencies are to be referred to as escorted or unescorted visitors.** Chaplains are under the jurisdiction of the Principal Chaplain, Prison Chaplaincy Services SA based at Yatala Labour Prison.

The Value of Volunteers

The Department for Correctional Services values volunteers.

Why? Because you can help us with some of our most important tasks – providing constructive activities within prisons, reintegrating inmates into communities, and ultimately contributing to the goal of reducing re-offending.

Volunteers work in many areas within the Correctional system, within community corrections or the prisons. Some are involved in education, others offer support to offenders and their families. Some volunteers help with hobbies and other leisure activities. Still others mentor prisoners

by visiting them in prison, or provide peer support, or tutoring.

What you do as a volunteer supplements what we do, it doesn't replace it. Volunteer participation is not intended to displace existing or future Department for Correctional Services employees. Volunteers working in partnership with and under the supervision of departmental staff are able to add value to existing client services, thereby achieving both a higher quality service and an improved range of services overall.

However, without the support of the wider community the Department for Correctional Services cannot succeed.

About this handbook

This handbook has been written for people who wish to be active on a regular basis as volunteers within prisons and community corrections.

The first four sections of the handbook are about the practical aspects of becoming a volunteer. The next three contain information about some of the health and safety, security, and ethical and other issues that volunteers should be aware of.

What sort of person can become a volunteer?

Volunteers come from many different backgrounds, are of all ages and from all walks of life.

To be a successful volunteer:

- You need to be able to relate to and work with offenders in ways which are understanding, non-judgemental and helpful – while at the same time rejecting criminal behaviour and anti-social attitudes;
- You need to understand the needs of offenders from different cultural backgrounds, including Aboriginal and Torres Strait Islanders, and be able to work effectively with them and their families where appropriate.
- You need to be willing to accept and seek supervision or advice as required.

What kinds of offenders have access to volunteers' services?

In general, all offenders are eligible to receive services or participate in activities provided by volunteers unless there is a clear and documented reason why not.

Some volunteer programmes or activities may require screening to select appropriate offender participants.

What kinds of services are available through the Volunteer Unit.

Volunteers within the Department for Correctional Services provide assistance across a wide range of areas.

Transport

Transporting, community correction's clients or pre-release prisoners, or prisoner's family members to a range of activities such as:

- Taking clients to visit sick relatives in hospital;
- Housing accommodation interviews;
- Therapy sessions;
- Medical appointments;
- Employment interviews;
- Funerals;
- Family prison visits; and
- Departmental Core Programs, both in and out of normal business hours.

Accommodation

Assist with searching for accommodation through newspapers, Internet sites, accommodation listings assist with and providing support throughout the process until accommodation has been secured.

Education

- Numeracy & Literacy tuition;
- Theory Driver Education to allow clients to obtain their Learner Permits;
- English as a Second Language;
- Basic computer skills; and
- Tuition for University courses and the South Australian Certificate of Education.

Befriending & Supporting

Assisting clients to assimilate back into the community by helping with their living skills i.e.

- Shopping/cooking/budgeting;
- Basic Nutrition/Hygiene;
- Using public transport, bank accounts & ATM 's;
- Centrelink requirements; and
- Remaining in touch through regular telephone contact and meetings/outings.

Bereavement Counseling

We have volunteers that are able to assist clients through the grief process.

Sewing, Woodwork & Craftwork

Volunteers work with offenders in community corrections and prisons teaching arts and crafts including:

- Greeting cards;
- Photography;
- Decorative flower pots;
- Doll's clothes;
- Teddy Bears ;
- Computer generated designs for gift labels and packaging; and
- Repairing & restoring wooden items from local schools, kindergartens & community groups.

Department for Correctional Services' Commitments to Volunteers

The Department for Correctional Services offers the following commitments to volunteers:

- We will ensure induction, training and appropriate support is provided for volunteers, including counselling and debriefing services as necessary;
- We will listen to any problems or concerns volunteers may have and deal with them within agreed timeframes;
- We will ensure that volunteers are selected for activities suited to their skills, experience and expectations;
- We will consult with volunteers on policy and operational changes that impact on volunteering;
- We will have in place suitable safeguards to protect volunteers;
- We will keep records of all contracts and correspondence in relation to their volunteer work; and
- We will ensure volunteers will be reimbursed for reasonable out of pocket expenses incurred while participating in approved activities (a process explained later in this handbook).

Department for Correctional Services' Expectations of Volunteers

In return, the department has certain expectations of volunteers:

- You will abide by relevant legislation and regulations, the instructions of staff and applicable sections of the Department's Code of Conduct;
- You will register as an accredited volunteer (a process explained later in this handbook);
- You will undertake induction briefings and training as required by the department;
- You will keep all Department information confidential (including information about individual offenders), and not make statements to the media;
- You will abide by Departmental safety and risk management requirements and carry out your tasks within times and under conditions as contracted;
- You will notify the Department promptly of any absences or changes to your agreed routine as a volunteer, and any changes in key personal information such as a change of address;
- You will notify the Department of any issues or suspicious activities that may affect safety or security within any prisons or Community Correctional Centres; and
- You will address any problems or concerns directly and promptly to the Volunteer Coordinator.
- Immediately report all accidents, incidents, illnesses and near miss events to the relevant manager or supervisor and complete documentation as required.

Becoming an accredited volunteer

Departmental Policy is that volunteers who work within prisons and community corrections will be an accredited Department for Correctional Services Volunteer.

To become an accredited departmental volunteer you need to fill in the application form which is available from the Volunteer Unit or from the Department's web site.

You will also be asked to give details of your experience, skills and abilities, and you will be checked for any criminal record when first

applying to become a volunteer and then again at regular intervals throughout your time as a volunteer with the Department.

Volunteers with convictions may be allowed to become a volunteer at the discretion of departmental management.

Induction and training of volunteers

Once your application to become an Accredited Volunteer has been submitted and your criminal history check has been approved, you will need to attend for an interview with Volunteer Unit staff. If approved to become a volunteer you will be issued with a Department for Correctional Services' Identity Card following which you will need to complete a Volunteer Unit Orientation program before commencing any volunteer activities.

The Orientation is conducted over 2 days, generally in a group format and is designed to make you aware of the special requirements of working with offenders within the prison and community corrections environment. You will also be expected to undertake a local

induction when you start work at a specific location.

Volunteers may also be required to attend refresher training on a regular basis throughout the year.

The purpose of refresher training is to reinforce material covered in an induction, and to provide updates where there have been changes to operational policies and procedures.

The department also provides access to regular training opportunities. These are to help grow a volunteer's skills, abilities, coping and communication skills, taking into account the nature of the prison and community corrections environment and offender needs.

Volunteer expenses & reimbursement

Recognition of costs for individual volunteers:

People who have been approved as an accredited departmental volunteer and have completed an orientation process will be eligible to receive out-of-pocket expenses incurred through the course of approved activities. Expenses include:

- Private Motor Vehicle mileage reimbursement;
- Telephone calls incurred through approved activities (local calls only, mobiles not included);

- Bus tickets and car parking.

If a volunteer is providing transport to offenders and/or their families, or undertaking any other departmental volunteer work in a private vehicle, they must sign an Indemnity Form at the start of each financial year. This Indemnity provides for volunteers to ensure that their vehicle is roadworthy and insured for third party property damage.

If a volunteer is using a government vehicle through the course of their volunteer duties, they will also be asked to sign a Non-Public Sector Driver Vehicle Use Agreement at the start of each financial year.

Issues and complaints

If you have an issue or complaint while working within a prison or community correctional centre, you should direct it to the Volunteer Coordinator who will liaise with you and the relevant location to resolve any issue you may have.

Issues or complaints can be written or spoken – whichever the volunteer is more comfortable with. The department will document any verbal complaints and deal with any issue or complaint promptly.

Departmental issues with volunteers

Occasionally the behaviour of a volunteer may cause concern.

In such situations, the Volunteer Coordinator or delegate will point out the nature of the

problem to the volunteer, and the implications of his or her actions. It may be necessary to provide further training for the volunteer, or to ask him or her to switch to other tasks. In serious cases, however, we do have the right to terminate the services of a volunteer.

Where such action is taken the volunteer will be advised in writing of the decision and the reasons for denying access.

“....I feel that we are all part of a community and it is our responsibility as individuals to contribute and help each other in anyway we can....”

Health and Safety

Department for Correctional Services (DCS) recognises the right of every employee to work without fear of injury or ill health and its legal, moral and social responsibility to provide and maintain, so far as is reasonably practicable, a safe and healthy work environment and safe systems of work.

Whilst DCS understands that management at all levels has a statutory responsibility to ensure a safe and healthy workplace and promote injury prevention and management principles and practices, it also understands that this obligation is a mutual one which extends to others with roles in the workplace.

A prison is essentially a containment operation. There are many hazards, such as razor and barbed wire and other site specific security systems. Community Correctional Centres also have many site specific OHSW issues. As a volunteer working within the department it is very important that you are aware of the hazards, and that you know what to do if things do go wrong. If you don't, you may put others' safety at risk, as well as your own. The following information provides some general guidelines for volunteers working in a prison, or accompanying a family or child visit at a prison.

Some Basic Health and Safety Rules:

Prior to starting regular volunteer work at any prison or community correctional centre a local induction process must be completed. These local inductions must:

- Provide advice of emergency evacuation procedures;
- Advise the volunteer of any workplace hazard he or she may encounter on site;
- Take all practicable steps to ensure the health and safety of the volunteer while on Department for Correctional Services sites.

Volunteers also have a personal responsibility to ensure their own safety. It is your responsibility to do the following:

- Each time you arrive at a prison or community correctional centre, before you start any work you must report to the Gatehouse or Reception, show your identification and sign the visitors register;
- Always stay within your designated activity area;
- Make sure your activity area is kept tidy at all times;
- All Department for Correctional Services locations and vehicles are smoke free.

Under no circumstances is a volunteer to place any other person at risk while carrying out their activity.

Evacuation and Emergency Procedures

If it is necessary to evacuate a prison or community correctional centre for any reason, you must assemble in the designated area.

You will find notices showing you where to assemble in your work area. It is your responsibility to be familiar with them. You must follow the directions of Corrections staff at all times during an emergency.

In an emergency DO NOT leave the prison without being given instructions to do so. If you do, time and resources may be wasted searching for you, and others' lives could be placed in danger.

Your Health and Safety Rights and Obligations

The first objective of the department's Health and Safety policy is to protect staff, prisoners, contractors, volunteers and members of the public from harm while they are visiting departmental sites.

It is the department's responsibility to inform you of the hazards of the site.

It is your responsibility to:

- Be aware of the kinds of hazards you could encounter;
- Make yourself aware of where hazards are;
- Understand security and safety requirements and comply with them;
- Fully understand what you need to do in an emergency, including evacuation procedures; and

- Obey the relevant laws.

Health and Safety for Individual Volunteers

By law, accredited departmental volunteers working in prisons and community correctional centres have the same rights and obligations as employees with regard to health and safety. These include the right:

- To receive appropriate health and safety induction and training;
- To be included in employee participation for hazard management and health and safety policy review;
- To be kept informed about relevant health and workplace monitoring;
- To be provided with appropriate protective clothing and equipment, if appropriate; and
- The right to be advised of (and the obligation to comply with), the Department's procedures for reporting hazards, incidents and injuries on site.

“You don’t have to agree with all the rules to be a volunteer; but you do need to abide by them – and obey the instructions of staff – while you are on site.”

Security

Prisons and Community Correctional Centres are, by definition, places of strict rules and regulations, not just for offenders, but for staff and volunteers too.

You don't have to agree with all the rules to be a volunteer; but you do need to abide by them – and obey the instructions of staff – while you are on site.

In this section we will look first at the major security regulations within prisons and community corrections, and then at some of the human issues you will be likely to face as a volunteer.

Entry to prisons and community corrections

When you become an accredited volunteer you are issued with a departmental identification card. This card will allow you to gain access, generally unsupervised, to departmental facilities. It is your responsibility to ensure you sign in and out at the gatehouse or reception and wear this card each time you enter a Department for Correctional Services' facility and throughout your visit to that location.

The above procedure is only good manners and gives the opportunity for communication with custodial staff.

You must know where your card is at all times. The Volunteer Unit undertakes an annual audit of all volunteers to ensure you still have possession of your Identity Card. If you lose your Identity Card you must contact the Volunteer Unit immediately.

This is treated as an Incident and you will be required to participate in the completion of an Incident Report. In the event you need a replacement Identity Card, you will have to have another criminal history check.

Security Issues and Requirements

The laws governing prisons specify that:

- It is an offence to deliver or try to deliver anything to a prisoner (or leave anything where it will come into the possession of a prisoner) without permission from the General Manager;
- It is against the law to try to take anything out of prison for an inmate, you will be expected to make available for inspection anything you are taking in or out of a prison;

- It's also illegal to take photographs of prisoners, or of the prison itself. If you do, your camera and film will be confiscated.

It is also an offence to bring into a prison:

- Any food, drugs or alcohol, including prescription drugs;
- Any weapons or disabling substances;

- Anything that could be harmful to a prisoner;
- Anything that could be used to help escapes, including cameras and cell phones.

Volunteers should deposit any such items, including mobile telephones, cameras, and prescription drugs, in the Gatehouse or at Reception when they enter the prison.

“YOU”

On the whole, your intelligence should tell you not to undertake favours for prisoners who may try persuade you to bring in drugs, money, knives (weapons) and such. However, there are many seemingly harmless favours you might be tempted into by more devious prisoners once your trust has been gained. DON'T is the best advice, because once you start, you'll be either doing favours for them all the time, or you are blackmailed into doing something which could result in you being charged with a serious offence.

Some other harmless activities may be:

- Allowing a prisoner to have your disposable lighter.
- Contacting people by telephone and delivering messages. These contacts may be coded messages to line up drug deals, escape etc and must be avoided as they can result in criminal charges.

- Any kind of business deal, apart from legitimate buying of craftwork through the prison.
- Changing money: Some prisoners may ask to change \$50 for 2 x \$20 and 1 x \$10. Don't do it. **Prisoners are not allowed to have money whilst in prison.**

It's the harmless sounding activities which seem okay that could be your undoing. The better you get to know the prisoner, the more harmless it will seem but 'be careful' is the best advice.

“Discuss anything you are thinking of doing with someone who's been there longer, is the best advice we can offer.”

HOW WOULD YOU FEEL IF....?

- ◇ You brought a cigarette lighter into the prison and a prisoner asked you would it be ok to keep. You said yes, after all it's only a dollar..... and it provided the makings of a bomb?
- ◇ A prisoner asked you to show them a fifty dollar note, you showed them,

he/she's memorised the number and then reports you taking a bribe?

- ◇ You noticed that an inflammable substance was being used up faster than normal but didn't report it because it didn't seem important..... and this was used for a bomb? Your reply to this is usually, "*if only I'd realised*".

IF IN DOUBT – ASK AN OFFICER

REMEMBER regardless of the offence, prisoners are entitled to fair and equal treatment and to be given the opportunity to progress and participate in any programs. The occasion may occur where a deep friendship may develop. This can be distressing for both parties involved. For the benefit of everyone, it is much wiser to remain aloof. People present very differently in a controlled environment to what they are outside. If a situation begins to develop be assured that you are not the first and probably not the last to whom this has happened. It will be of great benefit to you to seek counselling.

Working in an institution would not be possible without the co-operation of the custodial staff. Their role is to protect you as you will be working, in some cases, with the most dangerous people in the system and also professional con artists. If in doubt, do not hesitate to ask for help. A lot of support is gained from senior custodial staff when a total picture is presented to them as to what is happening in programs.

Ignorance is no excuse.

WHAT TO DO IF....

Q1 You lose a key?

A *Report it immediately because it could be a security risk and the locks may need to be changed.*

Q2 A prisoner asks you to bring in food?

A *Don't. You could be bringing in the ingredients for a brew.*

Q3 A prisoner asks you to post a letter or send an email?

A (1) *Don't. You could lose your job and be charged.*

(2) *There is no need as prisoners are allowed letters.*

Q4 You are asked your home address?

A *Under no circumstances is it a good idea. There is an obvious risk factor.*

Q5 A prisoner offers you money to purchase something?

A (1) *Report it immediately to the General Manager, as it may be an attempt to involve you in trafficking.*

(2) *Money is an illegal item in prison.*

Q6 A prisoner is disruptive in your group?

A *Do not tolerate it because you will be tested to see how much you will take.*

Q7 A prisoner slips something in your bag?

A *Immediately you discover it, report it to the General Manager. It is possible that it has been witnessed by someone.*

Searches

As with all visitors to a prison, you will be required to walk through a metal detector every time you enter a prison and if the detector alarm, an officer may scan you with a handheld wand. Additionally, there may be occasions where a pat search may be undertaken as you enter a prison. Your possessions and vehicle may also be searched. If such a search takes place it will be carried out by an officer of the same gender as you. If you refuse to be searched, you will be refused entry on that occasion however this will not affect your ability to gain access in the future.

Any person may also be searched once they are inside a Department for Correctional Services facility if there are reasonable grounds to suspect that they are carrying an unauthorised item. If you are found carrying an unauthorised item you may be arrested.

All visitors to prisons are subject to electronic screening prior to entry and may be subjected to inspection by a Passive Alert Dog.

“Volunteering has given me a renewed interest in people, plus a sense of purpose that was lacking after the years of my active working life had ended.”

Security of Personal Property/Prison Materials

When entering a prison, please take only the minimum amount of equipment or personal property you need to complete your tasks.

While in the prison, do not leave property or issued prison materials unattended. If necessary, ask prison staff to secure property for you.

Inmate Behaviour

Prison intensifies personal emotions and reactions in a number of ways. Normal coping strategies are not always available to prisoners, so problems can manifest themselves in a variety of ways which would seem unusual in the outside world.

As a result, prisoners may:

- be embarrassed and highly anxious at the start of an activity;
- distrust the volunteer;
- be in personal crisis or distressed from outside news or events within the prison;
- be non-communicative or vague;
- be hostile and intimidating and disrupt other participants;
- be insincere, dishonest and manipulative; and
- attempt to control group processes.

Volunteers must:

- not ask a prisoner about his/her crime;
- not accuse anyone of stealing etc;
- not talk about a prisoner with another prisoner. If something goes missing and it is important, talk to the General Manager.
- not put a prisoner into a corner with any comments or accusations.
- always remember that it is a prison environment, and to lose face, especially in front of other prisoners can bring out the worst in a prisoner.

Volunteers need to be aware of these behaviours and to learn ways of dealing with them. Whilst the above relates to prisoners specifically, it is important to remember that many of the clients within community corrections experience the same feelings and issues and as such may have similar reactions.

It is important to set 'ground rules' at your first meeting with prisoners. You will need to remind prisoners of these rules throughout your dealings with them.

It may be helpful to talk to prison staff prior to each visit to find out where a particular prisoner is "at." This may help you to ensure that each visit goes as smoothly as possible.

Manipulative Behaviour

Many prisoners are masters of manipulation, and may attempt to “use” volunteers in a variety of different ways. Here are a few tips to avoid being “used”:

- Educate yourself about prisoners and learn about the prison culture.
- Understand that you can say no.
- Do not show favouritism – treat all prisoners equally.
- Do not accept gifts.
- Do not disclose personal information, such as your address or telephone number to prisoners.
- Try not to talk about your personal life e.g. holidays and friends etc.

Importantly:

- If you feel that you are being manipulated, tell the Volunteer Coordinator or prison staff.
- Communicate clearly with prisoners so that your words cannot be misinterpreted.
- Unasked for advice can be misinterpreted as criticism.
- Be careful before invading a prisoner’s personal space.
- Do not make promises that cannot be kept.
- Commonsense should rule any decision that is made when dealing with prisoners.

Security and the Volunteer

If you feel uneasy about a situation, leave the area and report any incident to the Unit Manager or Volunteer Coordinator as soon as possible.

Always trust your instincts and say **“NO”** to unreasonable or manipulative requests from prisoners. If for some reason you don’t feel you can say “no” when you want to, say that you will check the request out with the Unit Manager.

Threatening Behaviour

If you find yourself in a situation where you or any other person is threatened, and life or safety is in jeopardy, comply with any reasonable request – without breaching security if possible.

Try to study the features of the person or people threatening you so that you will be able to identify them later.. If you have an opportunity to alert others to the situation without inviting personal danger, take it.

If possible, avoid making commitments or promises.

Riots and Disturbances

Prison riots or disturbances are often preceded by “warning signs”. If you notice unusual behaviour among groups of prisoners, or if you are personally warned not to come to the prison for some unspecified reason, inform prison staff. Become familiar with evacuation assembly points and if there is a need for an evacuation, follow all directions given by staff and assemble at a designated evacuation assembly point. Under no circumstances rely on a prisoner to assist you. If a prisoner is seen to be helping you, it can have serious ramifications for them afterwards.

The information on the next few pages relate to guidelines for visits at South Australian institutions. Once again, remember these are only a guideline and you must follow the directions of staff at all times whilst attending any Department for Correctional Services facility. The volunteer needs to be aware that institutions may have different rules in relation to their individual visit areas so the guidelines are of a general nature to accommodate this.

- Visits may be booked up to 7 days in advance. If you are visiting a prisoner or accompanying a family member for a visit, this must be pre-arranged so that your name is on the prisoner's approved visitors list.
 - Arrive 15 minutes prior to the scheduled visit time.
 - Be neatly dressed and not wear provocative clothing as you may be refused entry.
 - Your Volunteer ID Card must be visible at all times during visits.
 - On arrival at the prison, the volunteer must report to the Gatehouse or Visits Supervisor because their visit is booked
- and it has to be registered that they and the child/children have attended. As Volunteer, you will be required to sign in the visitor's register as for any other official visitor to the prison.
- No other items, including drugs, alcohol or mobile phones may be taken in to the prison. Lockers are provided to secure personal valuables etc.
 - Any person under the age of 18 is deemed to be a child. All visitors under 18 years of age must be accompanied in to the prison by an adult unless otherwise approved by the General Manager or delegate.

- If the child is quite young, they can bring in a bottle or dummy and a small toy. Older children who do not require these amenities are not to bring anything into the visits area.
- Volunteers are to sit at the table with the child for the duration of the visit. Whether they talk to the prisoner or child is up to the volunteer. There should be nothing in a conversation between the child and parent that the volunteer cannot hear.
- If any inappropriate conversation / action is noted, excuse yourself and speak to one of the staff who are in the room about any concerns that you

may have. They will assist you in leaving the area.

- Volunteers must give prior notification of expected attendance at the prison in their official capacity. A volunteer who attends the prison without prior notice will be deemed to be a personal / private visitor and must be registered as a nominated visitor by the prisoner in advance.

Adelaide Remand Centre (ARC)

Visits Tel No: 8216 3292

- All visitors must report to the Visit's Reception Supervisor in the front area when they arrive.
- If the child were very young then volunteers must go up to the visit area and sit with the child during the visit. The volunteer would sit on the bench seat on the opposite side of the barrier table with other visitors.

- If the child is 12 or over, the volunteer may choose to wait downstairs in the Visit Reception until the visit session is over.
- There are no toilets in the visiting areas at the ARC. Volunteers need to ensure that children have been to the toilet prior to entering the Visit Reception area or they may have to terminate the visit to take them to the toilet in that area

Adelaide Women's Prison (AWP) & Living Skills Unit (LSU)

Visits Tel No: 8343 0115

- The volunteer is to stay with the child until an officer accompanies the child to the visit area. The volunteer does not need to accompany the child.
 - If the child is a baby, the volunteer may carry the baby to the visits area and then return to reception area to wait until the visit is over.
- The volunteer can either wait in the staff mess at APC/AWP reception area, or in their car. If the volunteer wishes to leave the reception area or the prison, they must notify the officer at the reception desk and provide them with a mobile telephone number in the case that a visit is terminated earlier than scheduled.

Yatala Labour Prison (YLP)

Visits Tel No: 8343.0216 (call Mon-Fri 5pm-10.30pm)

- Adults at Yatala can bring in up to \$10 in gold coins to purchase drinks etc at the canteen on weekends.

Cadell Training Centre (CTC)

- The volunteer is to inform the Gatehouse Officer the name of the Case Management Coordinator who authorised the visit.
- There are no toilets in the visits area and volunteers need to ensure that children have been to the toilet in the visits reception area prior to the visit.

Mobilong Prison (MOB)

Visits Tel No: 8532 8929 (call Sun-Thurs 18.00 – 22.00)

- Special Visits can be arranged during the week, usually between 2:00 PM and 4:00 PM but this would be arranged on request from the prisoner with his Unit Manager or CMC or initiated through the Social Worker or Parents and their Families Coordinator.
 - The Volunteer will be expected to accompany a child into the visits centre and remain responsible for that child's supervision, control and wellbeing throughout the visit.
 - There are no toilets in the visiting area, consequently, the volunteer would have to ensure the child had either been to the toilet in the Gatehouse prior to the visit in the Gatehouse or they will have to return to the Gatehouse if the need arises.
- Nothing may be taken in to the institution with the child. In the case of a baby, an empty bottle and dummy may be brought in. Formula is available in the OARS Canteen but this must be pre-booked by the visitor prior to the visit. Change facilities are available in the Gatehouse.
 - Normal Visits are Weekends and Public Holidays - 2 sessions per day:
8:30 AM – 10:50 AM
1:30 PM – 4:00 PM
 - On normal visit days up to \$20:00 in cash maybe brought in to spend in the OARS Canteen.

ANY CONCERNS? CONTACT:

VOLUNTEER UNIT
Port Adelaide Community Corrections Centre
220 Commercial Road
Port Adelaide
SA 5015
Telephone: 8440 3608
Email: DL: DC Volunteer Unit
Internet: www.corrections.sa.gov.au



Government of South Australia
Department for Correctional Services