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Government  
of South Australia

Department for  
Correctional Services

# Department for Correctional Services

Information for Professionals  
Visiting Prisoners

in

South Australian Prisons



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*At the time of publication the information contained within this document was current however, with the Department’s ongoing commitment to enhancing access control procedures these may alter. It is recommended that contact is made directly with the individual institution to seek further information if required.*

## General Information

The Department for Correctional Services (DCS) is responsible for the safe, secure and humane custody of prisoners. The Department is committed to providing access to both legal and professional visitors and has a number of processes and procedures for the management and administration of professional visits. This document has been developed to assist professional visitors to understand how, when and where they can undertake professional visits.

Professional visitors are people who visit a prisoner in a non-domestic capacity, such as legal practitioners, psychologists, chaplaincy, SAPOL, volunteers, support groups and includes DCS staff visiting for the purpose of undertaking assessments or to develop reports (such as Bail or Parole reports).

The following credentials will be required to register with DCS to be approved as a visitor prior to making bookings.

If you are a Law Professional

1. Practitioners Certificate
2. Letter from your employer

If you are a Government Employee

1. Government issued ID card

If you are any other type of Professional Visitor

1. Corporate ID card
2. Letter from your employer

If you are making a booking on behalf of a professional visitor, you will need to provide an initial letter from your employer confirming your employment status with the company.

There are nine prisons located throughout South Australia, five of which are outside the Adelaide metropolitan area. All institutions are required to have clearly defined processes for booking and undertaking professional visits.

The types of visits available vary at each institution but can include face to face, phone link and audio visual link (AVL).

Each institution has a specific role and function within the South Australian correctional system. Each prison has site based visit booking procedures that conform to the Department's Access Control Standards. This provides each prison General Manager the ability to implement processes which reflect the security needs of their prison in balance with the needs of the prisoner population.

This guide provides information on the visiting requirements and processes for each institution. It is important to note that all processes are in place to maintain the good order and security of the prison system. Accordingly, visiting requirements and process vary slightly from site to site and may be altered at the discretion of the General Manager without prior notification.

If you have noticed a mistake in this guide or wish to provide feedback on the contents please contact the Complaints and Advice Line on (08) 8226 9861.

## Privacy and your information

The Department for Correctional Services (DCS) understands the importance of privacy and is currently reviewing the Privacy and Information Policy. This policy recognises the rights of prisoners, offenders, employees, visitors, victims, stakeholders and others to keep their personal information private. We are committed to respecting the confidentiality of such information and the privacy of individuals.

Protection of general information provided to DCS is managed in accordance with the [Privacy Act, 1988](#) (Cth) and as interpreted in the State Government [Information Privacy Principles](#). Personal information contained in official DCS records is managed in accordance with the requirements set out in the [State Records Act, 1997](#) and regulations.

The department may collect and hold personal information about professional visitors who are involved with activities in prisons associated with assisting, advocating for or representing a prisoner. Only necessary information is collected.

The kinds of personal information we collect and hold may include: name, contact details including email address, professional credentials and biometric data (iris scan or fingerprint in the form of algorithms).

The personal information we collect is used for the following primary purposes:

To identify a professional visitor and confirm their professional status

To contact a professional visitor who has made an appointment to enter a DCS prison facility

To ensure the security of the prison is maintained through the use of access systems including biometrics

DCS holds personal information at DCS premises (some information is held in paper form and some information is held in electronic form). We have in place steps to protect the information we hold from misuse, interference and loss and from unauthorised access, modification or disclosure by use of various methods, including locked storage of paper records and password protected access rights to computerised records.

All biometric information collected by DCS is stored on a secure DCS Biometric Enrolment System and managed in accordance with [SOP 026 - Access into DCS Facilities](#). Biometric data is not stored in a usable format but is stored as an algorithm.

Privacy complaints are managed in accordance with the DCS [Prisoner, Offender and Public Complaints Management](#) system to ensure transparency and accountability. Complaints are managed by the Governance and Executive Support Unit where DCS employees aim is to resolve matters to the satisfaction of all parties within the constraints of legislative and policy requirements. You may lodge a complaint by writing to the department or phoning the Complaints and Advice Line on (08) 8226 9861. Complaints, clearly marked **Privacy Complaint** in the subject line, may also be lodged via email to [dcs@sa.gov.au](mailto:dcs@sa.gov.au).

## Visit information and conditions of entry

Access into DCS facilities should be scheduled and approved prior to the visitor's attendance at an institution, unless otherwise approved by the General Manager or delegate.

Entry is not permitted if you

1. are COVID-19 positive;
2. are not fully vaccinated;
3. have been subject to a Covid-19 test and still waiting for a result;
4. are subject to a COVID-19 quarantine direction;
5. have travelled overseas in the past 7 days (vaccinated), interstate (unvaccinated) in the past 14 days;
6. have been to a COVID-19 exposure site at a specified time and date identified by SA Health;
7. have been in close contact with a person who has a confirmed (or suspected) case of COVID-19;  
or
8. are experiencing any flu or cold like symptoms

For persons visiting in an official capacity, it is necessary to demonstrate your identity using one official photographic identification card such as a Police ID, Courts Administration Authority ID, Prisoner Movement Contract ID, Legal Services Commission ID or an ID card issued by another Government Department. Visitors who do not possess an official photographic identification card must present identification documents totalling 100 points, unless otherwise determined by the General Manager or delegate. At least one document must be an approved photographic ID (*details regarding ID requirements are listed on pages 21 & 22*).

A person who seeks to visit a prisoner for the purpose of rendering legal services must be a registered legal practitioner as defined in the *Legal Practitioners Act 1981*. The legal practitioner must provide evidence that they are a legal practitioner prior to being granted approval as a bona fide legal visitor. Only the General Manager may approve, a visit by an employee of the prisoner's lawyer in a professional capacity for the prisoner's current legal matters and only if exceptional circumstances exist.

Persons entering DCS facilities are subject to any direction or restriction determined by the General Manager or delegate considered necessary to maintain the security of the facility and the safety of the visitor.

Visitors will not be permitted entry if dressed in clothing which contains obscene or offensive language or diagrams, clothing which contains any gang related insignia, clothing which is overly revealing and is not suitable for a family type setting or without appropriate footwear.

Personal belongings including mobile phones, handbags, wallets and brief cases are to be secured in a locker before entering the institution. For all sites other than Yatala Labour Prison a pin code locker can be provided. At Yatala Labour Prison a mix of coin operated and pin code lockers are available. Coin operated lockers require a \$1 coin which is refunded.

Documents or paperwork required for use during a professional visit can either be carried or placed in a clear plastic bag (issued by the reception/gatehouse officer) which will be subject to checks upon entering the

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institution. All documents or paperwork taken into a visit must be removed at the end of the visit and may not be left with the prisoner without the written approval of the General Manager. All items entering the secure area of a prison will be searched or will be screened by x-ray machine at those sites where an x-ray machine is installed.

Professional visitors *may* be permitted to bring certain electronic items into a facility, such as a Dictaphone or laptop, provided the local site procedures are met. Be aware that procedures may include request to the General Manager of the site prior to visit, completion of a form on arrival and/or any other procedure that DCS deems appropriate prior to entry.

When making a visit booking please make mention that you would like permission to bring in an electronic device, at which time the site you wish to visit can advise of their specific procedure.

Depending on the prison location professional visitors are required to have a DCS ID card or be issued a Visitor Pass which must be prominently displayed on their person unless otherwise directed by the General Manager. Visitor Pass holders are required to sign for a Visitor Pass acknowledging the conditions of entry prior to entering any DCS facility.

Restricted operations (lock downs) can occur without notice as a result of a variety of factors including emergency situations, priority events and institutional operational requirements. While DCS attempts to advise all visitors prior to restricted operations, a number of these events are unplanned and it is not always possible to advise visitors in advance.

If an emergency situation occurs during a visit the visitor must follow all directions given by the Correctional Officer for their own safety and must not hinder Correctional Officers responding to the emergency.

Where appropriate it is recommended that professional visitors sit with their back to the door during an interview. If the prisoner becomes upset or aggressive you will be able to exit the interview room with greater ease.

It is recommended that all visitors arrive at least 15 minutes prior to a scheduled appointment for registration purposes. It is important to arrive on time for your allocated visit session so as not to interrupt the running of the institution.

Smoking is prohibited. Tobacco and tobacco related items are not be brought into any area of the prison.

All persons who wish to enter DCS facilities are required to comply with the *Correctional Services Act 1982*, the *Correctional Services Regulations 2016* and any other reasonable direction given by a DCS employee during the visit.

### The Biometric Enrolment System

The Biometric Enrolment System (BES) is in use in all prisons except at Adelaide Women's Prison, Adelaide Pre-Release Centre, Pt Lincoln and Cadell.

All visitors (over the age of 18) to a site that has this facility installed must be biometrically enrolled into the system on their first visit.

An iris scan is the primary means of identification for enrolment in the BES with finger scanning utilised as the

secondary measure only where an iris scan is not suitable.

You only need to be enrolled into the system once. The system data is used across the other sites that have the equipment.

All visitors to a site will then be biometrically scanned into and out of all institutions that have this facility on each visit.

This information is primarily used to confirm the identity of a visitor and that the visitor matches the details supplied in making the visit booking.

The department holds this information in a secure database system. The data is not stored in a usable format but as an algorithm.

Processes are in place to protect the information we hold from misuse, interference and loss from unauthorised access, modification or disclosure.

In addition to the BES scanning process a professional visitor must produce an official photographic identification card or 100 points of identification.

## Screening Prior to Entry

All persons entering an institution **must** undergo a full screening process which will include:

- a) Biometric enrolment;
- b) Walk through metal detector or hand held metal detector; *and*
- c) X-ray or search of all bags where x-ray machines are installed.

Should medical conditions preclude entry or trigger a positive response via metal detector (for instance a person with metal implants), then written medical evidence is required in order to obtain the General Manager's permission for admission.

Any visitor wishing to enter a prison facility is required to be screened to maintain the good order and security of the facility. These may include one or more of the following:

- a) Ionscan device
- b) limited contact (pat) search
- c) inspection by PADD dogs
- d) Any other search deemed appropriate by the delegate of the prison facility.

All searches are conducted in accordance with [SOP 056 - Detection and Search of Visitors, Use of Passive Alert Detection Dogs](#)

To enter visiting areas at all sites other than Yatala Labour Prison visitors will be required to go through a Speed Stile. At Yatala Labour Prison a Hisec 9 entry/exit booth is used.

## Your Safety in Prisons

The Department for Correctional Services (DCS) takes safety in prisons seriously. Correctional Officers and DCS staff are trained and prepared for working in custodial environments. For your own safety when you enter a DCS facility you are subject to directions and restrictions considered necessary to maintain the security of the facility and the safety of the visitor. If an emergency situation occurs during a visit the visitor must follow all directions

given by the Correctional Officer for their own safety and must not hinder Correctional Officers responding to the emergency.

Personal responsibility and awareness is also important. If you are concerned about your safety during a visit it is important you advise staff immediately, and where possible, remove yourself from the immediate situation. Where appropriate it is recommended that professional visitors sit with their back to the door during an interview. If the prisoner becomes upset or aggressive you will be able to exit the interview room with greater ease.

## Duty of Care

As a professional visitor you will have contact with prisoners. If at any time during or after a visit you become concerned about your client, particularly if you have delivered unwelcome information, you have a duty of care to inform prison staff of your concerns. Incarceration can be a difficult time and Correctional Officers and Social Workers are available to provide support and assistance. It is important any concerns are taken seriously and reported immediately.

## Complaints Management

If you have a complaint when accessing a prison, or during a visit, please ask to speak with the General Manager or delegate and advise them of your concerns. It is important that prisons have an opportunity to resolve matters at the earliest possible time. If you are still not satisfied you may make a further complaint.

Public complaints can be lodged by calling the Complaints and Advice Line (08) 8226 9861, where staff will endeavour to resolve matters to the satisfaction of all parties within the constraints of legislative and policy requirements. Complaints, clearly marked **Professional Visitor Complaint** in the subject line, may also be lodged via email to [dcsc@sa.gov.au](mailto:dcsc@sa.gov.au). If the complaint is related to sensitive matters such as alleged staff misconduct, prison security, or alleged criminal behaviour then it will be referred to the Director, Governance & Executive Support.

The recording and monitoring of complaints enables the Department to be transparent and accountable in its decision making and assists in identifying opportunities to improve the performance of the system.



## Institutions

### Adelaide Pre-Release Centre

**Address:** Grand Junction Road, Northfield SA 5085 | [Directions using Google Maps](#)

**Postal address:** PO Box 2042, Regency Park SA 5010

**General telephone enquiries:** (08) 8343 0100



Adelaide Pre-release Centre (APC) is the main pre-release facility. It accommodates both male and female low security prisoners. APC has the capacity to accommodate 84 low security prisoners in self-contained, cottage style accommodation.

Day or evening professional visits can be arranged and there are no specific time limits.

It is important to note that many prisoners are out of the Centre during the day. Phone calls regarding bookings may be transferred to the Case Management Coordinator or Social Worker to ensure that the prisoner is available.

Professional visits bookings can be made by phoning 8343 0118 during business hours 09:00 – 15:30 Monday through Friday or by emailing: [DCSAWPPProfessionalVisitBooking@sa.gov.au](mailto:DCSAWPPProfessionalVisitBooking@sa.gov.au). Make sure to include full name and date of birth of person you want to see and several options of days and times you can visit in case your first preference cannot be fulfilled.

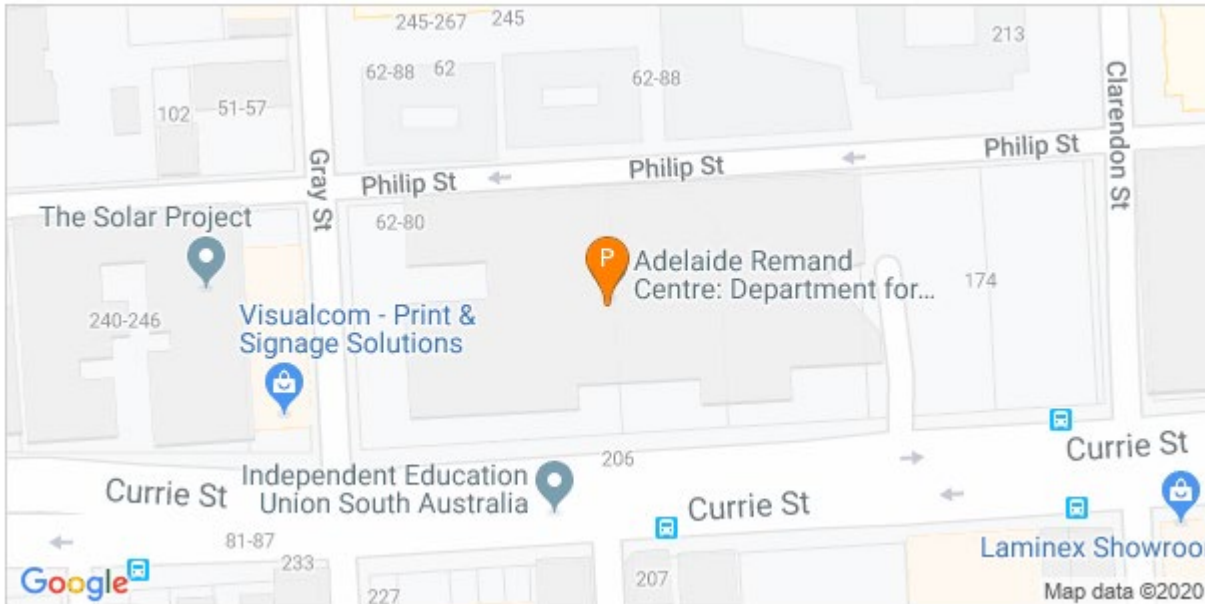
All visitors will be screened prior to entry. (Please refer to Screening Prior to Entry on *page 6* for further information)

## Adelaide Remand Centre

**Address:** 208 Currie Street, Adelaide, SA 5000 | [Directions using Google Maps](#)

**Postal address:** 208 Currie Street, Adelaide, SA 5000

**General telephone enquiries:** (08) 8216 3200



The Adelaide Remand Centre (ARC) is privately managed and operated by Serco. It is a metropolitan facility that accommodates up to 274 male high security remand and sentenced prisoners.

The ARC manages a video conferencing facility, which allows prisoners to appear before the court via audio-visual link (AVL) without the need to leave the prison.

The ARC permits legal practitioners to wear a watch into a visit, although it will need to be removed temporarily to enable entry through the metal detector.

Professional visit bookings can be made by telephoning (08) 8216 3283 between 08:00 - 18:00 on week days or by emailing: [ARCProfvisits@serco-ap.com](mailto:ARCProfvisits@serco-ap.com). Make sure to include full name and date of birth of person you want to see and several options of days and times you can visit in case your first preference cannot be fulfilled.

24 hours' notice is requested to help with arrangements and availability. The ARC does permit professional visits to happen on the same day as the booking – however this is dependent on availability.

All visitors will be screened prior to entry. (Please refer to Screening Prior to Entry on *page 6* for further information)

**PLEASE NOTE:** First time visitors need to arrive half an hour prior to their appointment for enrolment onto the biometric system.

## Adelaide Women's Prison

**Address:** Grand Junction Road, Northfield SA 5085 | [Directions using Google Maps](#)

**Postal address:** PO Box 2042, Regency Park SA 5010

**General telephone enquiries:** (08) 8343 0100



The Adelaide Women's Prison (AWP) has the capacity to accommodate up to 233 remand and sentenced female prisoners, with high, medium and low security ratings. Remand and sentenced prisoners are accommodated together allowing available services to be equally provided to all prisoners.

AWP manages a video conferencing facility, which allows prisoners to appear before the court via audio-visual link (AVL) without the need to leave the prison.

A professional visit can be booked for 30 minutes. Double appointments [with a maximum of 60 minutes] may be booked if there is availability. In the event that the professional visitor requires a longer visit for a specific purpose, such as a psychological report, please request a longer visit when making the booking.

Visitors are to enter via the front main entrance on Grand Junction Road.

Professional visits are available Monday to Friday between 09:00 to 11:30 and 13:20 to 16:00.

Professional visits can be booked by phoning (08) 8343 0263 between 09:00 – 11:30 and 13:00 – 16:30 Monday to Friday or by emailing: [DCSAWPProfessionalVisitBooking@sa.gov.au](mailto:DCSAWPProfessionalVisitBooking@sa.gov.au). Make sure to include full name and date of birth of person you want to see and several options of days and times you can visit in case your first preference cannot be fulfilled.

All visitors will be screened prior to entry. (Please refer to Screening Prior to Entry on *page 6* for further information)

## Cadell Training Centre

**Address:** Boden Road, Cadell SA 5321

(Approx 300 metres south of Morgan-Cadell Road and Hodge Road) | [Directions using Google Maps](#)

**Postal address:** Community Bag, Cadell SA 5321

**General telephone enquiries:** (08) 8540 3600



Cadell Training Centre (CTC) provides accommodation for up to 204 low security male prisoners in a rural environment, on land covering approximately 1,600 hectares comprising the prison complex and primary industries.

Visiting hours are generally available on weekdays 9:00 – 12:00 and 13:30–16:00.

Professional Visitors to report to control room on arrival.

Please note visits may be modified when temperatures reach over 38 degrees and cancelled when the temperature is over 42 degrees.

Professional visit bookings can be made by phoning (08) 8540 3321 during business hours and the call will be transferred to a Case Management Coordinator who will ascertain the availability of the prisoner.

Professional visit bookings can also be arranged by emailing: [DLDCSCTCCMC@sa.gov.au](mailto:DLDCSCTCCMC@sa.gov.au). Make sure to include the full name and date of birth of person you want to see and several options of days and times you can visit in case your first preference cannot be fulfilled.

All visitors will be screened prior to entry. (Please refer to Screening Prior to Entry on *page 6* for further information)

## Mobilong Prison

Mobilong Prison (MOB) is an open campus-style prison located near Murray Bridge.

**Address:** 434 Maurice Road, Murray Bridge SA 5253 | [Directions using Google Maps](#)

**Postal address:** Locked Bag 200, Murray Bridge SA 5253

**General telephone enquiries:** (08) 8532 8911



*Mobilong Prison*

Mobilong Prison is an open, campus-style prison located near Murray Bridge. It has the capacity to accommodate 472 medium and low security male prisoners. One hundred and sixty five of these prisoners live in cottage-style independent living units.

Mobilong manages a video conferencing facility, which allows prisoners to appear before the court via audio-visual link (AVL) without the need to leave the prison.

Professional visits are available on weekdays between 09:00am and 04:00pm.

Professional visit booking requests can be made by phoning (08) 8532 8911 during business hours or by emailing: [DLDCSMobilongSupportServices@sa.gov.au](mailto:DLDCSMobilongSupportServices@sa.gov.au). Make sure to include full name and date of birth of person you want to see and several options of days and times you can visit in case your first preference cannot be fulfilled.

All visitors will be screened prior to entry. (Please refer to Screening Prior to Entry on *page 6* for further information)

## Mount Gambier Prison

**Address:** 871 Carpenter Rocks Road, Moorak SA 5291 | [Directions using Google Maps](#)

**Postal address:** PO Box 1498, Mount Gambier SA 5290

**General telephone enquiries:** (08) 8723 8000



Mount Gambier Prison (MGP) is privately managed and operated by G4S Custodial Services Pty Ltd. It has the capacity to accommodate 653 male sentenced and remand prisoners, and caters primarily for medium and low security prisoners. The prison can also accommodate short-term high security male and female prisoners.

Mount Gambier manages a video conferencing facility, which allows prisoners to appear before the court via audio-visual link (AVL) without the need to leave the prison. The AVL is available on Thursdays for professional visitors to access prisoners to provide legal services. AVL bookings can be made in the same way as visit bookings.

Professional visits are available on weekdays 9.00am - 12.30pm and 1.30pm – 5.00 pm.

Professional visit bookings can be made by phoning (08) 8723 8076 during business hours 09:00 and 17:00, Monday to Friday. G4S will then request that the caller is validated via email. The email address will be provided during the call. The request is then processed.

Professional visit bookings can also be arranged by emailing: [DLDCSMGPPProfessionalVisits@sa.gov.au](mailto:DLDCSMGPPProfessionalVisits@sa.gov.au) Make sure to include full name and date of birth of person you want to see and several options of days and times you can visit in case your first preference cannot be fulfilled.

All visitors will be screened prior to entry. (Please refer to Screening Prior to Entry on *page 6* for further information)

## Port Augusta Prison

**Address:** Highway 1, Stirling North SA 5700 | [Directions using Google Maps](#)

**Postal address:** PO Box 6, Port Augusta SA 5700

**General telephone enquiries:** (08) 8648 5400



*Map of Port Augusta Prison*

Port Augusta Prison (PTA) is a multi-purpose facility providing accommodation for up to 617 high, medium and low security prisoners. It is the state's largest regional prison and provides for remand and sentenced prisoners, both male and female, and has a high proportion of Aboriginal prisoners from communities across the north of the state.

Port Augusta Prison manages a video conferencing facility, which allows prisoners to appear before the court via audio-visual link (AVL) without the need to leave the prison. Additionally, PTA provides some limited video-link appointments to facilitate prisoners' access to their legal services.

Professional visit booking requests can be made by phoning (08) 8648 5400 between 09:00 and 1200 or 13:00 and 1700, Monday to Friday. There is an automated answering service:

- **Professional visitors should select Option "4"** (please be aware if several calls are waiting a message "your call cannot be connected" may occur)
- Information will then be requested regarding the Prisoner's details and type of booking request your call will be transferred to a Case Management Coordinator who will ascertain the availability of the prisoner to arrange the booking.

Professional bookings can also be arranged by **email:** [DCSPAPVisits@sa.gov.au](mailto:DCSPAPVisits@sa.gov.au) Make sure to include full name and date of birth of person you want to see and several options of days and times you can visit in case your first preference cannot be fulfilled.

All professional visitors need to contact the prison at least 24 hours in advance to make a booking and report to

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the prison gatehouse upon arrival.

All visitors will be screened prior to entry. (Please refer to Screening Prior to Entry on *page 6* for further information)



## Port Lincoln Prison

Port Lincoln Prison (PLP) is considered a farm property.

**Address:** Pound Lane, Port Lincoln SA 5606 | [Directions using Google Maps](#)

**Postal address:** PO Box 441, Port Lincoln SA 5606

**General telephone enquiries:** (08) 8682 0800



*Map of Port Lincoln Prison*

Port Lincoln Prison (PLP) has the capacity to accommodate up to 178 male prisoners of medium and low security rating.

PLP is located 650 kilometres (by road) north-west of Adelaide on the lower Eyre Peninsula, approximately 8 kilometres west of the township of Port Lincoln.

Professional visits are available on weekdays between 09:30 – 11:30 and 13:45 – 15:30.

All professional visitors need to contact the prison at least 24 hours in advance to make a booking. Professional visitors must report to the control room on arrival

Professional visit booking requests can be made by phoning (08) 8683 0800 Monday to Friday between the hours 09:00 – 15:00.

- **Please follow Prompt One, then Prompt Two to speak to an administration officer to arrange the visit.**

Professional bookings can also be arranged by **email:** [DLDCSPLPProfessionalVisits@sa.gov.au](mailto:DLDCSPLPProfessionalVisits@sa.gov.au). Make sure to include full name and date of birth of person you want to see and several options of days and times you can visit in case your first preference cannot be fulfilled.

All visitors will be screened prior to entry. (Please refer to Screening Prior to Entry on *page 6* for further

information)

## Yatala Labour Prison

**Address:** 1 Peter Brown Drive, Northfield SA 5085 | [Directions using Google Maps](#)

**Postal address:** Peter Brown Drive, Northfield SA 5085

**General telephone inquiries:** (08) 8262 2421



*Map of Yatala Labour Prison*

Yatala Labour Prison (YLP) is South Australia's metropolitan induction and reception prison and can accommodate up to 576 male prisoners, both mainstream and protection. Female prisoners can be accommodated, if required, within the Health Centre or G Division. YLP is a high security institution which may also accommodate medium to low security prisoners.

YLP manages a video conferencing facility, which allows prisoners to appear before the court via audio-visual link (AVL) without the need to leave the prison.

The visiting times available vary in each division, however visit times are generally between 9:00 – 11:00 and 13:30 – 15:30 seven days per week. Note: G Division and the Health Centre do not routinely have weekend visits.

Professional visit bookings can be made by telephoning (08) 8343 0263 between 09:00 – 12:00 and 13:00 – 16:00 on weekdays or by emailing [DCSPProfessionalVisitBooking@sa.gov.au](mailto:DCSPProfessionalVisitBooking@sa.gov.au). Make sure to include full name and date of birth of person you want to see and several options of days and times you can visit in case your first preference cannot be fulfilled.

All visitors will be screened prior to entry. (Please refer to Screening Prior to Entry on *page 6* for further information)

**Correctional Facilities Booking Matrix**

**ADELAIDE PRE- RELEASE CENTRE**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
Face to Face & Telephone	All	8343 0263	Mon-Fri 0900 – 1200 & 1300-1600	Mon - Fri	0900 - 1100 and 1330 - 1600

**ADELAIDE REMAND CENTRE**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
AVL, Face to Face & Telephone	Units 1-6	8216 3283	Mon-Fri 0830 -16:00	7 days per week	0900 - 1600
AVL, Face to Face & Telephone	Unit 7	8216 3283	Mon-Fri 0830 – 16:00	Mon, Wed, Fri and Sun	1320 - 1345
AVL, Face to Face & Telephone	Unit 8	8216 3283	Mon-Fri 0830 – 16:00	Tues, Thurs, Sat and Sun	1320 - 1345 on Tues, Thurs and Sat 0920 - 0945 on Thurs and Sat 1000 - 1025 and 1500 - 1530 on Sun
AVL, Face to Face & Telephone	Infirmary	8216 3283	Mon-Fri 0830 – 16:00	Tues, Thurs and Sun	1535 - 1600

**ADELAIDE WOMEN'S PRISON**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
Face to Face & Telephone	All	8343 0263	Mon-Fri 0900 – 1200 and 1300 - 1600	Mon-Fri	0900 - 1130 and 1320 - 1550

**CADELL TRAINING CENTRE**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
Face to Face Visit	All	8540 3651 8540 3652 8540 3653	Mon - Fri 0900 - 1700	Mon - Fri	1100 - 1200 and 1300 - 1600
Telephone	All	8540 3651 8540 3652 8540 3653	Mon-Fri 0900 - 1700	Mon -Fri	0800-1200 and 1300-1600

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**MOBILONG PRISON**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
Face to Face, Telephone & AVL	All	8532 8911 then select option 1 for prison and then select 1 for Professional visits	Mon-Fri 0900 – 1645	Mon - Fri	0900 – 1600

**MT GAMBIER PRISON**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
Face to Face, Telephone & AVL	All	8723 8076	Mon-Fri 0900 – 1700	Mon - Fri	0900 – 1700

**PT AUGUSTA PRISON**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
Face to Face & Phone link	All	8648 5400 and select option 4	Mon, Tues & Wed 0900 – 1200 and 1300 - 1500	Mon - Fri	0930 - 1130 and 1345 - 1530
AVL	All	8648 5400 and select option 4	Mon, Tues & Wed 0900 – 1200 and 1300 - 1500	Mon - Fri	Determined by court schedule

**PT LINCOLN PRISON**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
Face to Face, Telephone & AVL	All	8682 0800	Mon-Fri 0900 – 1500	Mon - Fri	0930 – 1130 and 1345 - 1530

**YATALA LABOUR PRISON**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
Face to Face	Health Centre	8343 0263	Mon - Fri 0900 - 1200 and 1300 - 1600	Mon - Fri	0900 - 1100 and 1330 - 1530
Face to Face	HDU	83430263	Mon - Fri 0900 - 1200 and	Mon - Fri	0900-1100 and 1330-1530 Mon afternoon visits only Wed morning visits only

**OFFICIAL**

TYPE	AREA	CONTACT NUMBER	BOOKING TIME	VISITING DAYS	VISITING HOURS
			1300 - 1600		
Face to Face	F Division	83430263	Mon-Fri 0900 - 1200 and 1300 - 1600	Mon - Fri	Mon - Fri 0900-1100 and 1330-1530
Phone Link	F Division	83430263	Mon-Fri 0900 - 1200 and 1300 - 1600	Mon - Fri	Mon - Fri 0900-1100 and 1330-1530
Face to Face	G Division	8343 0263	Mon-Fri 0900 - 1200 and 1300 - 1600	Mon - Fri	Monday 1330 – 1500
					Tuesday 0900 – 1000 and 1330 – 1500
					Wednesday 1030-1500
					Thursday 1330 – 1500
					Friday 1330 – 1500
Face to Face Visit	B and E Division	8343 0263	Mon-Fri 0900 - 1200 and 1300 - 1600	Mon - Fri	0900 - 1100 and 1330 - 1530
Phone Link	B and E Division	8343 0263	Mon-Fri 0900 - 1200 and 1300 - 1600	Mon - Fri	0930 - 1100 and 1330 - 1530

PRISON	BOOKING EMAIL ADDRESS
Adelaide Pre- Release Centre	<a href="mailto:DCSAWPPProfessionalVisitBooking@sa.gov.au">DCSAWPPProfessionalVisitBooking@sa.gov.au</a>
Adelaide Remand Centre	<a href="mailto:ARCProfvisits@serco-ap.com">ARCProfvisits@serco-ap.com</a>
Adelaide Women’s Prison	<a href="mailto:DCSAWPPProfessionalVisitBooking@sa.gov.au">DCSAWPPProfessionalVisitBooking@sa.gov.au</a>
Cadell Training Centre	<a href="mailto:DLDCSCTCCMC@sa.gov.au">DLDCSCTCCMC@sa.gov.au</a>
Mobilong Prison	<a href="mailto:DLDCSMobilongSupportServices@sa.gov.au">DLDCSMobilongSupportServices@sa.gov.au</a>
Mt Gambier Prison	<a href="mailto:DLDCSMGPPProfessionalVisits@sa.gov.au">DLDCSMGPPProfessionalVisits@sa.gov.au</a>
Pt Augusta Prison	<a href="mailto:DCSPAPVisits@sa.gov.au">DCSPAPVisits@sa.gov.au</a>
Pt Lincoln Prison	<a href="mailto:DLDCSPLPProfessionalVisits@sa.gov.au">DLDCSPLPProfessionalVisits@sa.gov.au</a>

## **Legislative and Departmental Governance**

### **Legislation**

[Correctional Services Act 1982](#)  
[Correctional Services Regulations 2016](#)  
[Freedom of Information Act 1991](#)  
[Public Finance and Audit Act 1987](#)  
[Privacy Act 1988 \(Cth\)](#)  
[Public Sector Act 2009](#)  
[State Records Act 1997](#)  
[Work Health and Safety Act 2012](#)

### **DCS Related Policies and Procedures**

#### **Privacy and Information Policy**

[Policy 15](#) - Risk Management

Authority - [Correctional Services Act, 1982](#)  
[Freedom of Information Act, 1991](#)  
[Public Finance and Audit Act, 1987](#)  
[Public Sector Act 2009](#)  
[Work Health and Safety Act 2012](#)

[Policy 34](#) - Prisoner, Offender and Public Complaints Management

Authority - [Public Sector Act 2009](#)

[Policy 36](#) - Access Control

Authority - [Correctional Services Act 1982](#)  
[Correctional Services Regulations 2016](#)

[SOP 007](#) – Prisoner Telephone System, Prisoner Telephone Calls.

Authority – [Correctional Services Act 1982](#)  
[Correctional Services Regulations 2016](#)

[SOP 022](#) – Prisoner Visits

Authority – [Correctional Services Act 1982](#)  
[Correctional Services Regulations 2016](#)  
[Work Health and Safety Act 2012](#)

[SOP 026](#) – Access into DCS Facilities (Excluding Central Office)

Authority – [Correctional Services Act 1982](#)  
[Correctional Services Regulations 2016](#)

[SOP 056](#) - Detection and Search of Visitors, Use of Passive Alert Detection Dogs

Authority – [Correctional Services Act 1982](#) Section 85a, 85b  
[Correctional Services Regulations 2016](#)

## **100 point identification requirements**

The Department for Correctional Services has a system to establish proof of identity for prison visitors.

For persons visiting in an official capacity one official photographic identification card such as a Police Identification card, Courts Administration Authority ID, Prisoner Movement Contract ID card, Legal Services Commission ID or ID card issued by a Government Department.

For all other visitors documents must total 100 points unless otherwise determined by the General Manager or delegate.

### **Only original documents or copies certified by a Justice of the Peace are accepted as proof of identity.**

At least one document **MUST** be an approved photographic ID listed below.

- Any Current Passport
- Defence Force Identity Card issued by the Australian Defence Force, showing same current name and photo or signature
- Australian Driver Licence – Current state or territory issued driver licence with photo
- Proof of Age card - Current state or territory issued proof of age card with photo
- Australia Post Keypass ID
- Current shooter or firearm licence showing signature and/or photo and current name
- Current security protection industry or crowd control licence, showing signature and/or photo

### **Identification is split into the following groups.**

#### **Group A: Each is 70 points** (documents may be in your name/former name but must include current address)

- Any Current Passport
- Defence Force Identity Card issued by the Australian Defence Force, showing same current name and photo or signature
- Australian Driver Licence – Current state or territory issued driver licence with photo
- An original or a certified copy of an Australian Birth Certificate, extract or birth card
- Australian citizenship certificate
- Australian visa, current at time of entry to Australia as resident or tourist, showing your name/former name.
- (DFAT) Document of Identity issued by the Department of Foreign Affairs and Trade
- Certificate of Evidence of Resident Status (Form 283) issued by the Department of Immigration and Resident Status (DIAC) Citizenship
- Certificate of Identity issued by the Australian Government to refugees and non-Australian citizens for entry to Australia
- Australian Defence Force discharge papers
- Current shooter or firearm licence showing signature and/or photo and current name
- Current security protection industry or crowd control licence, showing signature and/or photo
- Australia Post Keypass ID

#### **Group B: Each is 40 points**

- Bank/Financial Institution card, current ATM, credit or debit card showing your name and signature
- Australian divorce papers in your name/former name (e.g. Decree Nisi, Decree Absolute).
- Up to 3 school/education qualification certificates for different years in your name/former name



## OFFICIAL

(school/TAFE/university/Registered Training Organisation [RTO])

- Australian Marriage Certificate
  - Legally drawn mortgage papers for an Australian residence in your name/former name
  - Legal change of name certificate or deed poll certificate.
  - Centrelink Card
  - Registration certificate from a national or state/territory professional registration board
  - Current Australian trade certificate in your name/former name. Must be signed by issuer or claimant
  - Current Department of Veterans' Affairs Gold Card issued in your name
  - A current Proof of Age card issued in your current name
- 
- **Group C Each is 25 points**
  - Reference from an Aboriginal/Torres Strait Islander organisation showing referee's full Organisation details and length of time they have known you
  - Current student ID card issued in your name with signature and/or photo (school/TAFE/university/RTO).
  - PAYG payment summary, less than 2 years old, with tax file number
  - Current insurance renewal for house, contents, vehicle, boat, crop insurance in your name and showing current address
  - Current formal residential tenancy agreement or lease in your name and showing current address
  - A current Medicare card showing your name
  - Current motor vehicle registration showing your name, current address and proof of payment.
  - Official correspondence addressed to you such as a public utility account (e.g. gas, water, electricity), council rates, bank statement or similar;

**ONLY ORIGINAL DOCUMENTS, OR COPIES CERTIFIED BY A JUSTICE OF THE PEACE ARE ACCEPTED AS PROOF OF IDENTITY.**