

Visitor Information Booklet

Loddon Prison and Middleton

Loddon Prison and Middleton provide facilities for personal and professional visits for all prisoners. Both facilities acknowledge the importance to prisoners of maintaining family ties and friendships, assisting them in maintaining their links to the community and the need to have access to professional visitors.

Address: Matheson Road, Castlemaine, VIC 3450

Postal address: Locked Bag 3, Castlemaine VIC 3450

Loddon Telephone: 03 5471 1211

Middleton Telephone: 03 5411 1000



Loddon Prison

Loddon Prison is a medium security campus style facility within secure perimeters with landscaped grounds. It offers a wide range of programs and activities with an emphasis on prisoner rehabilitation and transitional needs.

A number of employment opportunities are also available to prisoners. Loddon Prison is dedicated to providing an environment and facilities that, as closely as possible, resemble those in the general community.

Middleton

Middleton is a restricted-minimum security facility where prisoners live in self-catered, cottage style accommodation. Middleton focuses on providing support to prisoners as they transition to open camp environments or back into the community through employment, education, and personal development programs.

Personal Visits during COVID-19

Contact visits resumed on 6 March 2021. All visitors need to be approved and on the prisoner's Visitors List. Visitors will be denied access if they do not appear on the prisoner's Visitors List.

There will be some restrictions and changes to the way contact visits are conducted to reduce the risk of COVID-19. Limits on the number of visitors, the number of visits per prisoner and restrictions relating to physical contact will apply.

All visitors over the age of 12 are required to wear a surgical mask supplied by the prison.

Booking a visit

All visits must be booked in advance. A prisoner is able to request a contact, childfree or box visit by completing a Prisoner Application for Personal Visit form. Prisoners can provide up to three preferred times on the application form before submitting their request through their unit staff.

It is the responsibility of the prisoner to inform their visitors of the strict time conditions. If a visitor is late, there is no provision to extend the visit.

Getting to Loddon Prison and Middleton

Loddon Prison and Middleton are located in central Victoria, approximately two kilometres from the city of Castlemaine and about a 1.5-hour drive from Melbourne.

By Road

From Melbourne: approximately 110km and a 1.5-hour drive from Melbourne on the Calder Highway (A79)

- Exit left onto (B180) Elphinstone/Castlemaine/Maryborough
- Continue approximately 12 minutes through Chewton
- Turn left at Hitchcock St and follow over the bridge into the prison grounds.

From Bendigo: Maryborough or Daylesford drive through Castlemaine (B180)

- Turn right at Hitchcock Street and follow the road over the bridge into the prison grounds.

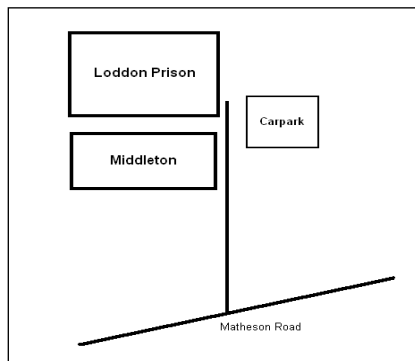
Parking is located on your right-hand side. Please observe correct 'Visitors Parking Area' signs. Middleton is the brightly coloured building first on the left and Loddon Prison is the building located second on the left.

Public Transport



V/Line provides train services to Castlemaine from Southern Cross Station.

Always confirm timetables with V/Line before you travel. For more information visit www.vline.com.au.



A courtesy bus transfers visitors from Castlemaine to Loddon Prison and Middleton and back again on Saturdays and Sundays. A timetable is available online from PTV (Route 6: Castlemaine to Chewton via Loddon Prison). Travel on this bus is free upon presentation of a valid V/Line ticket. For more information visit www.ptv.vic.gov.au/timetables.

Please Note: Any visitor arriving on a train service arriving at Castlemaine after 11.15am will have less than a 2-hour visit.

**A taxi service is operated by Maine Taxis.
Telephone: 131 008 or (03) 5472 3377.**

Important Information for Visitors

Entry Procedure

Vehicle access to the prison is via the visitor car park. Buses will pull up at the designated bus parking area located opposite Middleton.

Officers have the right to ask you to submit to a search of your person to ensure the security and good order of the prison. Visitors who refuse a search will be requested to leave the prison and may be banned from visiting all Victorian prisons.

Zero Tolerance

Loddon Prison and Middleton adopt a zero tolerance to abusive behaviour towards staff, visitors, and service providers and towards family violence.

Should this behaviour be demonstrated at any stage during visits or over the telephone, your visit or telephone call will be terminated. If this behaviour continues the appropriate authorities will be notified.

It is an offence to take any item into or out of Loddon Prison or Middleton without the General Manager's permission. Any person found doing so will be apprehended by prison staff.

Persons entering the prison may be asked to submit to a search of their person and their property.

Animals are not to be left in vehicles in the car park or brought onto prison property.

Children under the age of 16 years must be accompanied by an adult, unless approved by the General Manager or Operations Manager.

Children under 16 years are not to be left in vehicles in the car park.

To comply with the Corrections Victoria Smoking Policy, all visitors are advised that Loddon Prison and Middleton are **smoke free zones** and smoking is not permitted in all buildings, outdoor areas and the car park.

It is an offence to have any drugs, alcohol, weapons or illegal items in your vehicle parked at Loddon Prison or Middleton. All vehicles may be subject to a search and if any contraband is found, further action will be taken.

Prohibited Items

Any visitor found introducing drugs or drug related items into a prison may be **banned from all visits at all prisons for up to 12 months or longer.**

The following items are not permitted:

- Cigarettes, tobacco, matches or lighters
- Any non-prescription medication
- Mobile phones, pagers, cameras, tablets/iPads, smart watches or other communication technology
- USB connectors or MP3 players
- Wallets, clutch purses, handbags, drinks, food. It is advised that where possible, any unnecessary items be left and locked in your car.

Identification

Visitors must bring 100 points of valid, current identification to gain entry to the prison. If not produced, access to the prison will be denied, unless granted permission by the Officer in Charge or an Operations Manager. Below is a list of acceptable identification:

100 points	50 points	25 points
▪ Driver's Licence ▪ Correctional Services Pass ▪ Boat Licence ▪ Consulate ID Card ▪ Valid Passport ▪ Shooter's Licence ▪ Key Pass ▪ Proof of Age Card ▪ Working with Children Check ▪ Ombudsman ID ▪ Independent Broad-Based Anti-Corruption Commission ID	▪ Sixty Plus Card ▪ Birth Certificate ▪ Australian Citizenship Certificate ▪ ImmiCard (immigration card) ▪ Marriage Certificate ▪ Law Institute Card ▪ Defence Department ID ▪ Government Authorised U16	▪ Medicare Card ▪ Centrelink Card ▪ Credit Card ▪ Bank Book ▪ Student Card ▪ Seniors Card Only one of each of these will be accepted. For example: one Credit Card, one Bank Book, one Social Security Card and a Medicare Card.
All ID must be current and have your correct name listed.		

Identification...continued

If you have a prior criminal record, Corrections Reference Number (CRN), Person Identification (PID) or have previously been banned from visiting a Victorian prison, you may not be permitted entry to a Victorian Prison, even if a prisoner has added you to their Visitors' List. You must seek written permission from the prison General Manager and provide the following information:

- CRN / PID (if known) or your offences
- Nature of the offences
- Name of the prisoner you wish to visit
- Reason/s you want permission to visit the prisoner (i.e. your relationship with the prisoner).

Your request will be reviewed and you will be advised in writing of the decision. If approved, you will be required to produce a letter of authority prior to entry into the prison.

Loddon Prison – Visit Centre

Visitors enter Loddon Prison through the Gatehouse and into the Visitors' Reception area, which is equipped with lockers, toilets and a baby change room.

LODDON PRISON'S VISITING HOURS	
Maximum of one contact visit is permitted over the three-day period.	
SATURDAY	
Maximum duration of 2 hours for contact visits	
Visits without Children	8.00am – 11:00am
Visits with Children	11:00am – 3.00pm
Restricted Access	8.00am – 11:00am
Non-contact Visits (Box)	8.00am – 3.00pm
SUNDAY	
Maximum duration of 2 hours for contact visits	
CHILDREN ALLOWED ALL DAY	
Visits without Children	8.00am – 11.00am
Visits with Children	8.00am – 3.00pm
Restricted Access	Not Available
Non-contact Visits (Box)	8.00am – 3.00pm
MONDAY	
Maximum duration of 2 hours for contact visits	
Visits without Children	8.00am – 11.00s,
Visits with Children	11.00am – 3.00pm
Restricted Access	8.30am – 11.00am
Non-contact Visits (Box 1 hour)	8.30am – 3.00pm
Maximum duration of 1 hour for Non-contact Visits (Box Visits) Some prisoners or visitors may only be entitled to non-contact visits, where the prisoner and visitors are separated by glass. Eligible prisoners may have a maximum of one Non-contact Visit per week.	
Residential Visits (Currently suspended due to COVID-19) These occur by arrangement and approval of the General Manager. The Residential Visit Program provides a facility for the maintenance of family relationships. A prisoner may participate in the Program subject to conditions. Prisoners may obtain information about eligibility criteria from their caseworker. <u>These visits are on a Saturday, Sunday, and Monday between 8.30am – 2.30pm.</u>	

Middleton – Visit Centre

Visitors enter Middleton through the Gatehouse and into the Visitors' Reception Area, which is equipped with lockers, toilets and a baby change room.

MIDDLETON'S VISITING HOURS	
Maximum of 1 visit is permitted over the two-day period.	
SATURDAY & SUNDAY	
Maximum duration of 2 hours for contact visits	
Visits without Children	8:00am – 3:00pm
Visits with Children	8:00am – 3:00pm
Restricted Access	8:00am – 3:00pm
MONDAY	
Maximum duration of 2 hours for contact visits	
Visits without Children	10:00am – 3:00pm
Visits with Children	10:00am – 3:00pm
Restricted Access	10:00am – 3:00pm
Maximum duration of 1 hour for Non-contact Visits (Box Visits)	
Non-contact Visits	Saturday and Sunday: 8:00am – 3:00pm Monday: 10:00am – 3:00pm
Some prisoners or visitors may only be entitled to non-contact visits, where the prisoner and visitors are separated by glass. Eligible prisoners may have a maximum of one Non-contact Visit per week.	
Residential Visits (Currently suspended due to COVID-19) These occur by arrangement and approval of the General Manager. The Residential Visit Program provides a facility for the maintenance of family relationships. A prisoner may participate in the Program subject to conditions. Prisoners may obtain information about eligibility criteria from their caseworker. <u>These visits are on a Saturday and Sunday 8.30am – 2.30pm.</u>	

Prisoners will be able to access one 2-hour contact visit and one 30-minute video visit per week, with box visits also being available. One-hour box visits will continue as per pre-COVID-19 conditions and must be booked in advance.

Please Note: Due to the time required to process both visitors and prisoners for visits, any visitors arriving at Loddon Prison or Middleton after 2.30pm may only enter for a visit after approval from an Operations Manager.

All visitors are requested to vacate Loddon Prison or Middleton Visit Centres' by 3.00pm to enable the prison to conduct a count.

More Information about Visits

There are no visits on Melbourne Cup Day, Christmas Day or Good Friday. Visits on all other public holidays will be at the General Manager's discretion.

Professional visits are Monday to Friday 8.30am to 3.30pm at Loddon Prison and 9.00am to 4.00pm at Middleton by appointment only. Current ID must be produced.

Visit Centre Canteen

Hot and cold beverages and a variety of freshly prepared food can be purchased from the Visit Centre Canteen. The Canteen operates from 8.30am to 2:00pm on visit days.

Please Note: Only EFTPOS facilities are available at Loddon Prison and Middleton for purchases in the canteen only.

Visitors' List

All prisoners are permitted to have 10 visitors over the age of 16 on their approved Visitors' List at any one time. Visitors will be denied access if they do not appear on the prisoner's Visitors' List. Visitors' lists are different to telephone lists. It is the responsibility of the prisoner to maintain this list. For each addition, prisoners need the full name, date of birth and address of the visitor.

A maximum of four adults (16 years and over) per visit and a manageable number of children may visit a prisoner at one time. Additional adult visitors may be approved at the discretion of the General Manager on application by the prisoner.

At all times, parents and guardians are responsible for their children's conduct during visits.

Authorised Baby Items

Visitors with children may bring the following items into the Visit Centre to care for their children:

- One change of clothing per child.
- Three bibs.
- Two baby bottles and formula made up or ready to be made. No bottle bags as a storage fridge is available in the baby feeding area.
- One toddler drinking cup with lid (empty; no juice or water).
- Three nappies and a small quantity of wipes in a clear plastic bag.

Authorised Baby Items...continued

- One dummy. No toys or stuffed animals.
- Two manufactured sealed tins/jars or pouch of baby food. Yoghurt is not permitted.
- One teething rusk in a sealed packet.
- One stroller or pram and two blankets.

All items will be thoroughly searched upon entry.

Teething gel, nappy cream or any other medication must be in a clear plastic bag with your name and given to an Officer in the Visit Centre. Access to these items can be gained as required during a visit.

No other items will be accepted without specific approval.

If medication is required to be taken during a visit, it must be packaged in its prescribed packaging and be handed to the Officer on duty in the Gatehouse Visitor Reception area. It will be placed in a zip lock bag with your name included and put through the x-ray machine, then handed back to you.

When you arrive at the Visit Centre, you must hand your medication to the Visit Centre Reception Officer. When it is time to take your medication, you will need to take it in front of the Officer. At the conclusion of the visit, the medication will be handed back to you.

Visitor Dress Standards

Visitors are required to wear clothing that is acceptable to community standards. Hoodies are acceptable but are not to be worn over the head. Anyone wearing the following items will not be permitted to enter the prison:

- Clothing displaying racist or derogatory slogans/offensive material
- Outlaw motorcycle gang colours or patches.

Staff will exercise judgement regarding:

- Revealing or provocative clothing, including see-through garments
- Singlets as an outer garment for men
- Hats or caps (except religious headwear)
- Scarves or gloves.

Where concerns exist, the Officer in Charge will be notified and will decide whether the visit will be permitted to proceed.

Visit Behaviour

Improper conduct, whether by language or behaviour by prisoners or visitors will result in the visit being terminated.

Please consider and respect other people's values whilst enjoying the privilege of the Contact Visits Program.

In order to avoid inappropriate behaviour, we request that you comply with the following rules:

- Visitors and prisoners to be sitting upright
- One person per chair
- Hands are to be visible at all times
- Visitors and prisoners should not place legs or feet on each other or on furniture
- Shoes are to be kept on at all times.

Property

An approved visitor may leave authorised property for prisoners at Visitors' Reception on visit days **prior** to the visit commencing. Items may also be posted to the prison. All articles should be clearly marked with the prisoner's name and if possible, the prisoner's CRN.

All clothing will undergo a hot wash and be examined before being provided to the prisoner. Please be aware that Loddon Prison and Middleton will not be liable for any damage caused to clothing as a result of the hot wash process.

Items accepted:

- **2** pairs of underwear. These can be boxer shorts, jocks or a combination of both.
- **2** pairs of socks
- **2** singlets. These must be white only. Muscle tanks will not be accepted.
- **2** T-shirts. Only white long or short sleeve T-shirts will be accepted. T-shirts with a V-neck, collar, buttons, pockets or logos will not be accepted.
- Maximum of **6** standard size photographs 80mm x 160mm and **no Polaroids**
- Maximum of **3** reading books either soft or hard cover
- Maximum of **2** local or ethnic newspapers (The Herald Sun and Age are available for purchase at the Prison Shop).
- Legal papers
- Maximum of **2** magazines

Property...continued

Please Note: All articles of clothing listed above must be new and enclosed in the manufacturer's packaging with tags intact.

It is an offence to give any item directly to a prisoner.

All property received at Loddon Prison or Middleton will be issued to the prisoner via the Prisoners' Property Store at a later day. Prisoners may request to send extra property out of the prison with their visitors. You will be notified of property being sent out by the prisoner for collection at the end of your visit.

Clothing for court or release must have prior approval from an Operations Manager. These items will be placed into the prisoner's property and will not be issued until the court or release day arrives.

Items Accepted

- Maximum of two local or ethnic newspapers. The Herald Sun, The Age etc. are **not** permitted as these may be purchased via the prison.
- Maximum of **2** magazines.
- Maximum of **3** reading books, either soft or hard cover.
- Maximum of **6** photographs of standard size. Polaroids not permitted.
- Legal papers.

Items Not Accepted

The following magazines will not be permitted:

- Restricted magazines
- Weapons magazines
- Magazines containing excessive violence
- Hydroponics / home brewing
- Tattoo magazines
- Disks contained within a magazine

Money

Money can only be provided to prisoners in the following ways:

- money order from Australia Post
- bank cheque
- online transfer via Secure Payment Services website.

Please note that cash is no longer accepted.

A prisoner may receive up to \$140 per calendar month. Prisoners may apply for an additional \$50 per month for their telephone account. Prisoners must apply for additional phone money every three months.

Secure Payment Services (SPS)

SPS is an online platform that allows family and friends to deposit money for a prisoner, in lieu of dropping off cash. SPS can be accessed via the following web address: www.securepaymentservices.com.au

SPS is the most cost-effective means for depositors to transfer funds. Each transfer incurs a 3% processing fee, a 0.77% card payment fee and a processing fee of \$0.94. For example, a \$10 transaction would incur an additional fee of \$1.32. The total transaction cost for the depositor is \$11.32, in comparison to a Money Order, which would cost a total of \$12.10.

The depositor is required to sign up using the website listed above and undertake a number of security checks, including:

- Providing the CCV of any bank card linked;
- Recording an IP and geolocation information;
- Activation and security steps that are sent to the depositor's email address and their residential address.

These steps must be completed before depositors can send money. Once these checks have been completed, the depositor is able to select a prison location, enter the prisoner's details and an amount and transfer money to the prison location.

Further information about how to access this service can be found on the Corrections Victoria website.

Prisoner Communication

Email

'Email a Prisoner' has been introduced to prisons as an additional form of communication between prisoners and their family and friends. Email communications must adhere to the same guidelines as normal mail.

Family and friends wishing to send an email must sign up via www.emailaprisoner.com.au, identify a prison location and enter the prisoner's name and CRN. The website will verify the IP and geolocation details of the sender prior to sending an activation link to the sender's email and residential address.

Once verification checks are complete, the sender is required to load credit onto the account before drafting an email.

Email a Prisoner does incur the following fees:

- \$0.90 for incoming mail;
- \$0.75 for a pre-paid reply; and
- \$0.65 per photo (4 photos maximum)

Further information and instructions can be found on the Corrections Victoria website.

Mail

- There is no limit to the number of letters a prisoner may send or receive.
- Stamps are available for purchase from the Prisoner Shop.
- All outgoing and incoming mail is searched for unauthorised items and contraband.

Telephone Calls

- Prisoners cannot directly receive phone calls or messages.
- Prisoners have access to phones to call family and friends.
- Phone calls are limited to 12 minutes per call.
- Prisoners must request additions and changes to their telephone list and staff will verify the caller before these numbers are altered in any way.
- Prisoner calls can be monitored and recorded at any time (except calls to the Ombudsman or legal parties).

Prisoner Welfare Concerns

If you have any concerns about the health or welfare of the prisoner you are visiting, please advise any of our staff members before leaving the prison or request to speak to a Supervisor on the day.

Privacy

Corrections Victoria is bound by the Information Privacy Act (2000) and therefore personal information regarding prisoners cannot be disclosed under any circumstances.

Information about release dates will not be provided to any member of the public. This information can only be obtained from the prisoner himself.