



# DCS Volunteer Unit Strategic Plan 2023-2026



Offender Rehabilitation Services, Offender Development  
Department for Correctional Services

## The Volunteer Unit

The Department for Correctional Services (DCS) Volunteer Unit provides meaningful and coordinated assistance to people in the custody of DCS and under DCS community supervision. The Volunteer Unit provides a vital link between DCS staff, recruited volunteers, and the broader community.

The DCS Volunteer Unit:

- Coordinates and delivers volunteer support services to people in custody and on community orders, to assist in their rehabilitation and community reintegration;
- Recruits, co-ordinates and trains all volunteers working for DCS to provide a quality, safe and responsive service;
- Screens and inducts volunteers from external organisations, as well as contractors, to assist streamlined and supported access to the DCS client base.

DCS recognises the value that volunteers bring to its rehabilitation work with people in custody and under community supervision. The *DCS Volunteer Strategic Plan and Action Plan 2023-2026* strengthens the mission and objectives of the DCS Volunteer Unit and drives the delivery of quality volunteer services over the next three years.

## Strategic Alignments

- Commonwealth Closing the Gap Implementation Plan 2023
- DCS Strategic Plan 2022-2026
- National Strategy for Volunteering 2023-2033
- SA Implementation Plan for the National Agreement on Closing the Gap
- SA Volunteering Strategy 2021-2027
- Volunteering SA&NT Strategic Framework

## Mission Statement

**Utilising volunteers to support offender community reintegration and reduce reoffending**

## Values

### Making a Difference

Volunteers add value to DCS and the South Australian community by contributing their skills, time and energy to supporting people in custody and under community supervision in a range of educational and social need areas.

### Inclusion and Diversity

The unique breadth of skills that volunteers bring assist DCS to be responsive to the diverse cultural and support needs of people in custody and under community supervision, assisting them in their process of change.

### Opportunity for Change

The work of volunteers is important and positively impacts the lives of people during their time in custody and through their journey to community reintegration; Volunteers believe people are capable of change and offer them respect and support.

### Contributing to Community Safety

Volunteers are supported by DCS to undertake their work ethically and safely, in order to provide assistance to people in custody and under community supervision, to contribute to community safety.

## Focus Areas

### 1 Recruitment

The Department will undertake volunteer recruitment through a diversity of avenues, enabling the delivery of a range of quality and responsive volunteer services to people in custody and on community orders.

### 2 Training, Support and Retention

The Department will provide volunteers with training, support and development opportunities, to assist them in undertaking their roles professionally, safely and with satisfaction, ensuring their contribution is valued.

### 3 Raising Awareness

The Department will raise the profile of volunteering, recognising the positive contribution that volunteers make in DCS, as well as the benefits and outcomes that can be achieved through assisting people in custody and on community orders.

### 4 Improvement and Quality Service Delivery

The Department will consistently improve and review the systems, policies and practices for the Volunteer Unit to maximise the volunteer program and ensure delivery of quality volunteer services.