



MATURE AGED PROGRAM

Case Study: Mark Flewell-Smith

Mark is a former prisoner who now takes our prisoner tours at Boggo Road Gaol. Mark served time in No.2 Division - the infamous section where there was much trouble in the 1980s. Mark led a hunger strike over poor conditions at the prison in 1988. It is remarkable that he is willing to return to a place that was regarded as one of the worst prisons in Australia. After prison Mark went on to create a new life; today he is a gifted painter, whose work recently was exhibited as an Archibald. Mark started work with us here at Boggo Road Gaol through his friend Wayne Weaver, who also did time in the 1980s and 1990s. Wayne recommended Mark as he was keen to share his experience.

I realised visitors are looking for real experiences and not many historic prisons have people willing to share their story of having been in prison. These two men, older than myself, have a wealth of knowledge and understanding of the wrong side of prison bars. Many historic prisons only tell stories which are sanitised. We wanted to share memories with visitors to Boggo Road Gaol that take people out of their comfort zone and provide insight into crime, justice and injustice during a particular period of Queensland's history. By having these men share their stories it is a very powerful way to link the past with the present - through human faces and actual words rather than digitally.

"While they are around, we will always want there to be opportunities for older prisoners and officers to meet visitors"

**-Jack Sim,
Boggo Road Gaol.**



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BOGGO ROAD GAOL

Benefits that Mature Aged Workers bring to the Tourism Industry

Experience

- corporate memory
- learning from earlier mistakes
- good understanding and knowledge of longer-term trends, strategies, rhythms and other cycles
- knowledge of the history of particular problems, what leads to the problems, what mistakes have been made before, knowledge of incident history which includes why a process is done a particular way
- the ability to advise on where a particular approach went wrong in the past and make recommendations as to how to avoid those pitfalls when a similar approach is tried
- knowledge of previous trials and initiatives which tend to get lost through IT and filing systems changes

Networks

- extensive networks across industries
- well-developed networking skills

Risk

- able to be less risk averse
- good understanding of risks and reasonable decisions
- understanding of long-term risks

Judgement

- well-developed professional judgement
- perspective and balanced views

Customers

- customer connections
- can relate to customers of similar age

Skills and knowledge transfer

- transfer of 'tacit' knowledge
- sharing of collective wisdom which is experiential and often not committed in writing

Other

- able to recognise unmet needs
- resilience
- understand how to harness economic potential
- ingenuity – used to undertaking creative endeavours

