



Standing Committee on Justice and Community Safety

Inquiry into Annual and Financial Reports 2021-2022 **ANSWER TO QUESTION ON NOTICE**

Asked by Elizabeth Kikkert MLA:

Reference: Hearing on 01 November 2022, Annual Report of Justice and Community Safety 2021-2022, page 68

In relation to: Zoom visits for detainees

1. What is the current process for booking an online visit?
2. Can a detainee only schedule an online visit according to when they are scheduled in the Visitations Schedule, or can they schedule an online visit at any time?
3. Can a detainee take the tablet to do their online visit somewhere more private such as in their cell or must they remain in the visits building (or designated online visits location) for the duration of the online visit?
4. Does ACTCS intend to make online visits a permanent feature at the AMC?
5. Who is the manufacturer of the tablets used at the AMC?
6. How long can an online visit go for?
7. Are detainees charged for online visits similar to how they are being charged for phone usage?

Mick Gentleman MLA: The answer to the Member's question is as follows:—

1. For social visits, people can call the Alexander Maconochie Centre (AMC) Executive Support team and select option one to leave details of their requested booking date and time. This is also the process for ZOOM visits. For professional visits, people can email a dedicated email address with their requested date and time.
2. Online social visits are required to be scheduled within the allocated visiting timeslot. Online professional visits can be booked any time between 8:30am and 5:15pm Monday to Friday.
3. Detainees must remain in the visits area for the duration of any visit, including online visits.
4. Yes, online visits will continue as a permanent feature at the AMC.
5. The AMC uses Apple iPADS for online visits.

6. Social visits are limited to one hour, however detainees may submit a request to have a longer visit approved. Professional visits are booked for the amount of time requested by the professional provider.
7. There is no charge associated with online visits.

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature:



Date: 14/11/2022

By the Minister for Corrections, Mick Gentleman MLA