

Corrections Management (Use of Audio-Visual Equipment for Visits) Operating Procedure 2020

Notifiable instrument NI2020-185

made under the

Corrections Management Act 2007, s14 (Corrections policies and operating procedures), s15 (Exclusion from notified corrections policies and operating procedures)

1 Name of instrument

This instrument is the *Corrections Management (Use of Audio-Visual Equipment for Visits) Operating Procedure 2020*.

2 Commencement

This instrument commences on the day after its notification day.

3 Operating Procedure

I make this operating procedure to facilitate the effective and efficient management of correctional services.

4 Exclusion from notification

Some material in this operating procedure has been excluded from notification as I believe, on reasonable grounds, that the material would be likely to disclose information that may endanger public safety or undermine justice, security or good order at a correctional centre.



Jon Peach
Commissioner
ACT Corrective Services
30 March 2020



OPERATING PROCEDURE	Use of Audio-Video Equipment for Visits
OPERATING PROCEDURE NO.	D19.1
SCOPE	Alexander Maconochie Centre

PURPOSE

To provide instructions to staff on the temporary audio-video measures to permit detainee contact with approved visitors.

PROCEDURES

1 General

- 1.1. Visits will be conducted on a device using the ZOOM application.
- 1.2. Visiting time slots will remain the same as current, however detainees may only book one hour per week in order to ensure more equitable access to these visits.
- 1.3. Visits shall be run as much as possible within the same criteria as if they were contact visits in the Visits centre with detainees accessing their visitors via a device.
- 1.4. Bookings will be restricted to 14 detainees as per internal seating capacity and the limited number of devices.
- 1.5. Tablets shall be numbered and correspond to a specific table.
- 1.6. The duration of a visit will be for one hour.
- 1.7. Visits staff shall still be required to patrol to ensure the rules as laid out in part 5 are followed.
- 1.8. Staff are to be mindful that the technology may allow visitors to record contact and any interactions by staff.
- 1.9. As a rule, visitors are not to invite other community members into a visit on other devices.

2 Booking audio visual visits

- 2.1. Bookings for visits will still take place by phone. An SMS will be sent to the visitor to advise them how to access the ZOOM application as well as confirm if the visit is scheduled.
- 2.2. Only approved visitors will be able to book an audio-visual visit.
- 2.3. Visits Booking will advise the visitor of their booking time and record their contact details and assign it to a specific tablet. The detainee will be identified by their PID on the tablet against the relevant time slot.
- 2.4. Tablets from docking bay A will be used for the morning session. Tablets from docking bay B will be used in the afternoon session. There are 14 tablets assigned to each docking bay.

3 Issuing and use of iPads

- 3.1. Detainees arriving for visits will use the device allocated.
- 3.2. Visits staff will dial in to the visitor and hand the iPad to the detainee.

- 3.3. Visits staff are to be mindful that when dialling in, detainees will effectively commence visits at different times as they move along the tables. Where practicable, all detainees are to be afforded their one-hour time allocation.
- 3.4. Although visits are booked by approved visitors, staff are not expected to police other community members who may accompany the visitor.
- 3.5. At the completion of the visit, devices are to be left on the tables, where staff will then clean them ready for the next session.
- 3.6. At the conclusion of visits all devices will be removed and placed on charge in the storage area.

4 Accessing visits via device

- 4.1. Only officers are to access the tablets and dial up the visits portal. Once opened, visitors will be able to come in when they wish, however once the portal is open the visits have effectively started so late visits will still be expected to complete their visit within the assigned time slot.
- 4.2. When setting up the iPad access the ZOOM application and sign in.
- 4.3. On the left-hand column select “meetings”.
- 4.4. A list of scheduled meetings on that specific iPad will come up with the detainees PID and the time of the visit.
- 4.5. Select the correct meeting and click ‘Start’.
- 4.6. To end a meeting, select ‘End Meeting at the top left corner. DO NOT SELECT ‘LEAVE MEETING.’

5 Rules for participation in audio-video visits

- 5.1. Video visits are subject to the same conditions as normal visits, but it is particularly important that the following conditions are adhered to:
 - No profanity (including swearing)
 - No shouting or loud conversations
 - No sexual activity or provocative behaviour
 - No verbally abusive behaviour towards any person
 - No clothing or other displays of offensive/racist slogans or obscene words, phrases or diagrams
 - No clothing or other displays of paraphernalia related to organised crime groups or organisations (for example, outlaw motorcycle club colours).
- 5.2. Specific to video visits the following conditions must also be adhered to:
 - No displays of other devices such as mobile phones or televisions, that allow secondary access to other media sources shall be permitted
 - Visitors should ensure they are in a private location. No backgrounds that include other members of the public are to be permitted
 - Visitors are not to invite other community members into a visit on other devices
 - Visitors attempting to hook up to an existing visit via a secondary device is prohibited.
- 5.3. Breaching these rules may result in the visit being terminated and restrictions being placed on the visitor or the detainee from further use.

6 Storage

- 6.1. Devices will be stored for charging in the Restorative Justice Room.
- 6.2. An inventory must be maintained, and the iPads recorded as checked in the Visits logbook at the start and end of each day to ensure they are all present.
- 6.3. Any damaged or non-functioning iPads must be reported immediately to the ICT Support Officer in the first instance or the Senior Director Information Communication Technology.

RELATED DOCUMENTS AND FORMS

- Factsheet for Custodial Officer at Visits for Video Conference Application
- Initial Visit Admin Staff Instruction
- Quick instruction for Joining a Video Visit Session as participant via Browser

Corinne Justason
Deputy Commissioner Custodial Operations
ACT Corrective Services
30 March 2020

Document details

Criteria	Details
Document title:	Use of Audio-Visual Equipment for Visits
Document owner/approver:	Deputy Commissioner Custodial Operations, ACT Corrective Services
Date effective:	The day after the notification date
Review date:	3 years after the notification date
Responsible Officer:	Senior Director Operations
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2019</i>

Version Control			
Version no.	Date	Description	Author
V1	March-20	First Issued	T Rust