

Australian Capital Territory

# Corrections Management (Interim Visits Arrangements - Administration) Operating Procedure 2020

Notifiable instrument NI2020-563

made under the

Corrections Management Act 2007, s14 (Corrections policies and operating procedures)

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## 1 Name of instrument

This instrument is the *Corrections Management (Interim Visits Arrangements - Administration) 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.



Jon Peach  
Commissioner  
ACT Corrective Services  
04 September 2020



<b>OPERATING PROCEDURE</b>	<b>Interim Visits Arrangements – Administration</b>
<b>OPERATING PROCEDURE NO.</b>	<b>D19.2</b>
<b>SCOPE</b>	<b>Alexander Maconochie Centre</b>

## PURPOSE

To provide instructions to staff on the administrative responsibilities associated with the Interim Visits Arrangements.

## PROCEDURES

### 1. General

- 1.1 The AMC Executive Support Team is responsible for booking all audio-visual (AV), social, legal and professional visits for detainees at the AMC.
- 1.2 The AMC Executive Support Team will provide the final visits schedules to the appropriate custodial staff daily.
- 1.3 A maximum of 5 social visits will be permitted for each visit session.
- 1.4 A maximum of 6 zoom visits will be permitted for each visit session.
- 1.5 Each detainee will be allowed no more than one adult and one child per social visit session.
- 1.6 Each Detainee will be permitted no more than one social visit and one zoom visit each week.
- 1.7 Social visits will be limited to immediate family and kinship relations.

### 2. Detainee Nominations

- 2.1. Detainees can nominate up to 10 visitors by using the *Visitor Nomination Form*.
- 2.2. Correctional officers will scan and email completed forms to [AMCExecSupport@act.gov.au](mailto:AMCExecSupport@act.gov.au).
- 2.3. Detainees may amend their nominated visitors once per month by amending their *Visitor Nomination Form*.
- 2.4. In exceptional circumstances a detainee may apply to the General Manager AMC to amend their nomination form at short notice.
- 2.5. Executive Support team members will save the electronic form on the G drive by detainee name and PID for ease of searching when booking visits. Updated forms will be saved to the detainee's electronic file on the G drive.
- 2.6. Executive Support will upload the *Visitor Nomination Forms* to the detainee's electronic record.

### 3. Booking of Visits

- 3.1. All visits must be booked a minimum of 72 hours prior to the intended visit with the exception of new admissions who are entitled to one visit within 24 hours.
- 3.2. In exceptional or emergency circumstances, detainees or visitors may apply in writing to the General Manager for a visit at short notice by emailing [AMCExecSupport@act.gov.au](mailto:AMCExecSupport@act.gov.au).

- 3.3. AMC Executive Support will listen to all recorded messages left by visitors, prioritising voicemails in the order they were received, earliest first.
- 3.4. Where AMC Executive Support receive a message from a visitor requesting to visit for the first time, AMC Executive Support will contact the visitor to advise of the necessary steps to be completed, including obtaining and completing an Application to visit a detainee form.
- 3.5. When screening the recorded messages, AMC Executive Support will ensure that the visitor is on the detainee’s nominated visitor list, that the visitor has not had limitations placed on their visiting access and that the detainee has not already been booked for that particular type of visit during that week
- 3.6. Only in the first five (5) days of custody will a person not listed on a detainee’s Visitor Nomination Form be permitted to book a visit with a detainee.
- 3.7. After the first five (5) days of custody, where a person not listed on a detainee’s Visitor Nomination Form requests to visit a detainee, they should be advised that they are not able to visit and AMC Executive Support will ensure that the respective detainee is advised of the name of the person who had attempted to book a visit.
- 3.8. An AMC Executive Support team member will send a text message confirming the outcome of the booking enquiry. Visitors without a mobile phone will be contacted by telephone.
- 3.9. If a visit has already been booked for a detainee on the requested day, further visits are not available the visitor will be informed that there are no remaining visits on that date.
- 3.10. Visits to multiple detainees at one time are not permitted to ensure suitable access to visits for all detainees and to meet social distancing requirements.

Call on:	Book for:						
	Thursday	Friday	Saturday	Sunday	Wednesday (next week)	Thursday (Next Week)	Friday (Next Week)
Monday	✓	✓	✓	✓			
Tuesday		✓	✓	✓			
Wednesday			✓	✓	✓		
Thursday				✓	✓	✓	
Friday					✓	✓	✓

## RELATED DOCUMENTS AND FORMS

- Interim Visits Guidelines
- Visitor Nomination Form
- Application to Visit a Detainee Form

Corinne Justason  
 Deputy Commissioner Custodial Operations  
 ACT Corrective Services  
 02 September 2020

## Document details

Criteria	Details
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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 2020</i>

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