



**03/2020**

## **Notice to Detainees**

### **Video visit sessions at the AMC**

I wrote to you last week to advise that due to the ongoing situation with COVID-19 that I had no option but to suspend social visits until further notice. This is not something I took lightly, and I fully appreciate the importance of visits for you and your loved ones.

I also advised that we would identify options to minimise the impact of this decision as far as possible. Today, you should all have received an additional \$20 credit to use on the detainee telephone system, this will be a weekly allowance until I am able to re-establish visiting arrangements.

I am also pleased to advise that we will be commencing the provision of live video visits with effect from tomorrow Friday 27 March 2020. These visits will operate in a similar manner to existing visiting arrangements in line with current schedules and booking arrangements.

Please encourage your visitors to visit the ACT Corrective Services website where they will be able access information which confirms the booking process and how they can access the **'ZOOM'** programme we will be using very shortly.

At this time sessions are limited due to the availability of the devices and the requirement for us to continue to maintain appropriate social distancing protocols, Unfortunately, we are only able to facilitate a one hour visit each week per detainee. We will continually review this situation as time passes. The number of devices is limited, and we must ensure they remain in a good condition for these visits to continue.

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.

Specific to video visits the following conditions must also be adhered to:

- Detainees are not to touch the screens in any way;
- Detainees must remain seated for the duration of the visit;
- Devices are to be directed only at the detainee having a visit. Devices are not to be moved around to show other detainees or staff.

Non-adherence to these guidelines will result in a termination of the visit and possible future access restrictions being imposed

You will continue to be notified of your scheduled visit/s in the normal manner.

Once again, I appreciate your ongoing patience in this very trying situation and I can assure you that ACTCS are doing everything we can to ensure your health and wellbeing and also explore new options in supporting you through this period

Jon Peach  
Commissioner  
ACT Corrective Services  
26 March 2020