

ACTCS

All about visits

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A copy of the [Visitor Handbook](#) is available by clicking on the link.

Please note, there will be a new phone number for Visit Bookings from Monday 10 February 2020. On Monday 24 February a new visits booking procedure will go live. Please click [here](#) for more information.

Visitations Schedule

The below schedule allocates visit times by a detainee's accommodation area rather than classification, and aims to ensure fair and equitable access to visit opportunities for all detainees at the AMC.

	Wednesday	Thursday	Friday	Saturday	Sunday
08:30 - 09:30	Overflow Sentenced Cottage 2 & 3	Overflow Remand Cottage 2 WCC	Overflow Remand Unit 1	Sentenced Cottage 1 & 4	Accommodation Unit East
10:00 - 11:00	Remand Unit 1	Accommodation Unit South	Sentenced Unit 1	Sentenced Unit 2	SCC (Women's)
11:30 - 13:00	LOCK IN				

13:15 - 14:15	Accommodation Unit West Management Unit Crisis Support Unit	Accommodation Unit East	New Reception (New reception detainees received within 7 days)	Accommodation Unit West Management Unit Crisis Support Unit	Accommodation Unit South
14:45 - 15:45	Remand Cottage 2	Accommodation Unit North	Sentence Unit 2	Remand Unit 1	Sentenced Unit 1
16:15 - 17:15	Remand Unit 2 & Unplaced (RU2)	WCC	SCC (Women's)	Remand Unit 2 & Unplaced (RU2)	Sentenced Cottage 2 & 3
17:45 - 18:45	Overflow Sentenced Cottage 1 & 4	Sentenced Cottage 1 & 4	Sentenced Cottage 2 & 3	Remand Cottage 2 WCC	Accommodation Unit North

The General Manager (or delegate) may pre-approve an extended visit or altered visit time in extenuating circumstances for a family member or friend who is travelling from interstate to visit a detainee, or in compassionate circumstances (for example, a family member has passed away).

All requests are at the discretion of the General Manager (or delegate), and can be made in writing to:

General Manager

Custodial Operations

Alexander Maconochie Centre

Locked Bag 7775

Canberra BC ACT 2610

Email: AMCExecSupport@act.gov.au

Interim Visits Guidelines during COVID-19

On Wednesday 9 September 2020, social visits will recommence at the AMC under new guidelines developed in response to the COVID-19 pandemic and to provide a safe and humane visits environment for visitors, staff and detainees.

To find out about the new interim visits requirements, please view the guidelines [here](#).

It is strongly recommended that all visitors ensure they are aware of the new guidelines prior to attending the AMC for a visit.

New forms have also been developed under the Interim Visits Guidelines for visitors to complete. You can download the forms using the below links:

- [ACTCS COVID-19 Screening Form](#)
- [Application to visit a detainee](#)
- [Child Young Person Consent Form](#)

Professional Visitors

Legal and other accredited visitors may enter the AMC or visit a detainee seven days a week.

If a legal or other accredited visitor needs to enter the AMC or visit a detainee on a non-visit day they are required to make booking 24 hours in advance by telephone on **02 6205 8589**.

Legal visits follow the same rules as other visitors, except that they are permitted to bring legal documentation in direct reference to the detainee's case into the visit, which is conducted in a designated private room. Detainees and legal representatives may request a non-contact or non-private visit.

Legal visitors must present identification at each visit that identifies them as a registered legal practitioner, and they must be involved in the legal representation of the detainee that they are visiting.

Unless exempted by the General Manager (or delegate), any person authorised to enter a correctional centre or visit a detainee in a professional capacity is prohibited from entering a correctional centre or visiting a detainee in a personal capacity. All exemptions are at the discretion of the General Manager (or

delegate), and can be made in writing to:

General Manager

Custodial Operations

Alexander Maconochie Centre

Locked Bag 7775

Canberra BC ACT 2610

Authorised Visitors

Operating procedures for the AMC ensure that Vocational Education and Training, rehabilitation programs, work and recreational activities will be available to assist detainee rehabilitation and integration with the ACT community.

To date several community organisations have expressed an interest in supporting detainees in the AMC. ACT Corrective Services welcomes input from community organisations that are interested in providing activities to detainees within the AMC. This approach should not be construed, in any way, as a funding offer or an indication that the AMC will fund community organisations.

The activities offered by community agencies will be reviewed to ensure they are appropriate for a correctional facility. Authorised Visitors will be provided with training in Occupational Health and Safety and Security Awareness. Initial training would require a one-half day commitment from those who will be visiting detainees.

Agencies are encouraged to apply for Authorised Visitor Status by completing the [Application for Authorised Visitor Status](#), and to read the attached Guidelines and Criteria for the Assessment of Community Organisations to Enter Correctional Facilities as Authorised Visitors.

If you believe your agency could assist in providing meaningful activities to detainees, be it on a weekly, monthly or other basis, ACT Corrective Services would be very pleased to receive your application.

Detainee Trust Accounts

All detainees have a trust account, in which family and friends can deposit money for the prisoner's use. Detainees may use the money in their trust account to pay for telephone calls, and to purchase a range of

items through the buy-up system.

Visitors may deposit money quickly and easily into a detainee's trust account online or by phone. More information is available on the Detainee Payments page on the ACT Corrective Services website. There is a limit of \$150 per week that each detainee can receive into their trust account.

Detainee Property

If a detainee wishes to have property brought into the AMC, they must check with staff to see whether it will be accepted prior to submitting a request form. If a detainee wishes to sign property out to a family member or friend, they must submit a request form with the person's name and the requested date of collection.

Relevant Forms

- [ACTCS COVID-19 Screening Form](#)
- [Application to visit a detainee](#)
- [Child Young Person Consent Form](#)