

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

Booking visits

Family members and friends visiting a detainee at the AMC must book a visit at least 24 hours in advance by telephone on **1300 286 583**.

If a family member or friend attends the AMC without a scheduled booking, they may be refused entry, unless extenuating circumstances are met.

Up to three adults may visit a detainee at any one time, unless specifically approved by the Area Manager or above. A reasonable number of children will also be permitted.

Children and young people (persons under the age of 18) must be accompanied and supervised at all times by a guardian or parent, unless written approval has been granted by the General Manager.

Subject to availability and individual detainee management and privileges, visitors can make application for a self-cook barbeque in the Visits Centre during a contact visit when booking their visit. The barbeque packs must be pre-ordered through the Food Services unit at the AMC by the detainee seven days in advance of the scheduled visit. Persons who use the barbeques are responsible for cleaning them, and cleaning materials are provided.

New Visit Booking Procedures

On Monday 10 February 2020, the Alexander Maconochie Centre will commence the use of new Visit Booking Telephone number 1300 286 583. The new number will also allow visitors to be transferred to the Finance Team and for all general enquiries.

From Monday 24 February 2020, the Alexander Maconochie Centre will also start sending out visit booking confirmations advising the outcome of your visit request by text message in place of calling visitors.

Ex-detainees

Persons who have been in full-time or periodic custody in the ACT are excluded from visiting a detainee

in any ACT correctional centre.

An [Ex-detainee Application to Visit Form](#) may be submitted for the General Manager's consideration for a person who is an ex-detainee to enter a correctional centre in extenuating circumstances.

Types of Visits

There are three types of visits available at the AMC - contact, non-contact and professional.

Contact

A contact visit is defined as a visit in which a detainee and visitor are able to interact without being physically separated by a barrier.

All contact visits will take place in the Visits Centre under the direct supervision of Corrections Officers.

Non-Contact

A non-contact visit is defined as a visit in which a detainee and visitor are physically separated by a barrier, and are conducted in cubicles specified for this purpose. Detainees and visitors subject to non-contact visits are not to have physical contact at any time.

A visitor or detainee may request that a visit be a non-contact visit. In addition, the Area Manager or above may direct that a visit take place as a non-contact visit.

The Area Manager or above may approve a request for a child to sit with the detainee during a non-contact visit. This can only be considered if the detainee is the child's parent or legal guardian, and the Area Manager or above is satisfied it will not facilitate the transmission of contraband or jeopardise the safety of the child or any other person, or effect the safety and security of the AMC.

Arrival at the AMC

Family members and friends visiting a detainee must arrive at least 15 minutes prior to the commencement of their scheduled visit, or you may be refused entry.

The visits reception desk opens 30 minutes before each visits session.

Transport Canberra provides a free shuttle bus service from the Woden Interchange to the AMC operating Wednesday to Sunday only. The shuttle timetable is aligned to the AMC visiting hours. The shuttle timetable is available [here](#).

If you are arriving by car, there is ample parking available to the right. After parking your car or exiting the bus, follow the blue line to the AMC entrance.

Security Protocols for Visits

Identification

If you are visiting for the first time, please allow extra time to be scanned in and to have your details checked. Subsequent visits will take less time.

On your first visit you will need to present personal identification (100 points system including photo Government ID, as detailed in the Visitor's Handbook) for yourself and any other person entering the AMC over the age of 18 years.

Each visitor must be iris scanned before entry. Visitors must pass through the iris scanner units within the AMC Gatehouse to both enter and exit the prison. The iris scanner takes a picture of the iris in your eyes. The picture is then stored within the AMC database and can be matched by the scanner on any further visits. This data is only used for this purpose. Initial registration and use of the iris scanner can take up to 10 minutes per person but will simplify later visits by removing the need to provide detailed identification every time you visit.

For further information on the iris scanner, please read the Visitor Handbook which is available above.

Searching

To gain access to Visitor Reception you and your approved belongings will pass through a range of other electronic scanners. These scanners are very sensitive and will detect any prohibited or other items.

Unless exempted by the General Manager, any visitor that repeatedly fails to successfully enter the walk-through metal detector after voluntarily removing all obvious items restricting entry is not permitted to enter the AMC, unless the Area Manager or above is satisfied that the security and good order of the correctional centre is not undermined.

If the Area Manager or above approves the visitor entry to bypass the walk-through metal detector, the

visitor must undergo a manual hand-held metal detection assessment and may require a further frisk search by a Gatehouse Officer. Following this, the Area Manager or above may direct a non-contact visit or cancel the visit and ask that the person remove him or herself from the correctional centre.

Visitors may be searched at any time while on correctional centre grounds which may include the use of Passive Alert Detection (PAD) dogs. This includes the car park and Visits Centre. Visitors' cars and contents, and anything in your possession may be searched at any time before and during a visit.

Medication and medical aides (accompanied by a current doctor's certificate or documentation relevant to the exemption required, presented on entry) for approved visitors may be permitted into the AMC depending on medical requirements. This is to be approved by the Area Manager or above before being allowed entry.

Nappies, prams/strollers and baby changing equipment may be supplied to visitors where required. Visitors who require these items are to approach the Corrections Officers at the x-ray security scanner check point.

It is an offence under the *Corrections Management Act 2007* to bring prohibited items into the AMC, give a prohibited item to a detainee, or remove a prohibited item from the AMC. This offence carries a maximum penalty of \$10,000 or 1 year in prison, or both. A full list of prohibited items is included in the Visitor's Handbook, and can be obtained from AMC reception staff.

Visiting Conditions

Visits will be monitored by Corrections Officers at all times. In addition to this, the internal closed circuit television system (CCTV) at the AMC may electronically record visits.

Visitors must comply with all reasonable directions given to them by Corrections Officers. Failure to comply with a direction may result in the visit being cancelled and/or the visitor being required to leave the AMC.

Appropriate Dress

All visitors to the AMC must be appropriately dressed at all times.

The following will not be permitted:

- clothing that is transparent/provocative/designed or altered to be of a revealing nature (including short skirts or shorts where underwear is visible, bare midriffs);
- clothing that displays offensive/racist slogans or obscene words, phrases or diagrams;
- clothing or jewellery displaying organised crime group club, organisation or gang

- identification/propaganda (for example, outlawed motorcycle club colours);
- steel capped shoes or boots;
- bare feet;
- hats, unless a sunhat for a child; or
- sunglasses (unless required for visual needs).

Religious headwear or other religious or cultural adornments will be considered on a case-by-case basis.

Failure to adhere to appropriate dress standards may result in the visitor being refused entry and the visit cancelled.

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.