

**ACT**

Government

Justice and Community Safety

ACT CORRECTIVE SERVICES

<b>OPERATING PROCEDURE</b>	<b>Transitional Release Centre Visits</b>
<b>OPERATING PROCEDURE NO.</b>	<b>D26.14</b>
<b>SCOPE</b>	<b>Transitional Release</b>

## STATEMENT OF PURPOSE

To provide instructions to Transitional Release staff, namely Transitional Release Centre (TRC) Custodial Officers (CO), about access to visits for detainee's engaged in Transitional Release.

## PROCEDURES

### 1. Visit Bookings

- 1.1. TRC visit times are flexible and may occur any day of the week, subject to the operational requirements of the centre. Visits must end no later than 17:45.
- 1.2. The majority of weekday visits must occur between 15:00 – 17:45 due to the employment commitments of detainees.
- 1.3. All transitional release staff may take visitor bookings.
- 1.4. All visits must be booked a minimum 72 hours (3 days) prior to the visit occurring.
- 1.5. TRC visits are to be booked through the TRC mobile – 0481 163 838 – and recorded in the TRC paper diary located at the TRC Custodial Officer's desk.
- 1.6. The CO or staff member who made the visit booking must verbally advise the detainee of their scheduled visit. The CO or staff member must also ensure that they explain to the visitor the information included in section 2 of this operating procedure.

### 2. Arrival at visits

- 2.1. Visitors must park in the designated AMC visitor's car park. Parking out the front of the TRC is not permitted.
- 2.2. Visitors must secure all personal belongings and valuables (such as mobile phones) in their car or in a locker located in AMC Visits Reception. Visitors must not be permitted to enter the TRC if they are in possession of items not approved prior to the visit occurring.
- 2.3. Visitors must report to the AMC Visits Reception Area 30 minutes prior to their scheduled visit time. This will allow sufficient time for processing, completing the Iris Scan and Rapid Antigen Testing (RAT) if required. If attending as a visitor for the first time, the visitor must also provide 100 points of identification.
- 2.4. Detainees must not greet visitors at the TRC gates. Visitors must report to the TRC Staff Office.
- 2.5. Any item brought into the TRC for a visit must have been pre-approved by the Transitional Release Team Leader, CO3 or above. Detainees must seek this approval by submitting a Detainee Request Form (Bluey). Any items brought into the visit must be searched in accordance with the Searching Policy.

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- 2.6. If visitors wish to bring food or drink for their personal consumption during the scheduled visit, they must seek approval at the time of booking the visit. Drinks are limited to one per person up to 600ml and snacks should be individual size, not share-packs. All food and drink must arrive at the visit with the shop seal intact and be presented to the supervising staff member.

### **3. During the Visit**

- 3.1. Standard visit rules apply in accordance with the [Interim Visits Guidelines for the AMC](#).
- 3.2. Visitors must ensure that they display an acceptable standard of conduct, that does not risk the good order, discipline, or safety of the TRC.
- 3.3. Visits may be undertaken on the grassed area/playground in the front area of TRC. In the event of bad weather, the external yard of the TRC Staff Office or the interview room may be accessed.
- 3.4. Visitors must not, under any circumstances, enter the TRC accommodation areas, go to the rear of the building, or go outside of the TRC fence line during a visit.
- 3.5. Detainees must not access their accommodation area during a visit unless they have advised the purpose of going back to their accommodation area and received approval to return to their accommodation area from a Transitional Release staff member (either custodial or non-custodial).
- 3.6. Visitors may use the visitor's bathroom in the TRC staff office.
- 3.7. Tea, coffee, sugar, milk and hot water will be supplied by staff in the TRC staff office. Detainees are able to use the kitchen facilities in TRC staff office to make their visitor a hot drink.
- 3.8. The TRC CO is to maintain visual contact for the duration of the visit. If there is another CO or delegated non-custodial staff member in the area, they may also supervise the visit if required.
- 3.9. Regular security checks must be undertaken during all visiting times.
- 3.10. Visits must be recorded by the CO on CORIS.

### **4. Zoom visits**

- 4.1. Visitors may request a zoom visit. If they do so, the Transitional Release staff member must record the visitor's email address, and the time and date of the visit in the TRC diary.
- 4.2. The TRC Officer must then book the visit on the TRC iPad, using the [Booking Video Visits in Zoom Operating Instructions](#).

**RELATED DOCUMENTS**

- Transitional Release Policy
- Transitional Release Case Planning Operating Procedure 2022
- Transitional Release Case Management Plan Template
- Transitional Release Staged Approach to Reintegration Operating Procedure 2022
- Booking Video Visits in ZOOM operating instructions



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 30 January 2023

**Document details**

Criteria	Details
Document title:	<i>Transitional Release Centre Visits Operating Procedure 2023</i>
Document owner/approver:	Assistant Commissioner Offender Reintegration, ACT Corrective Services
Date effective:	The day after the notification date
Review date:	3 years after the notification date
Responsible Officer:	Senior Director Offender Reintegration
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2022</i>

Version Control			
Version no.	Date	Description	Author
V1	October-22	First Issued	L Spulak