Family Video Visit
Staff Survey Results July 2020

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Family Video Visits Staff Survey - Background Summary

Suspension of social visits in the face of COVID-19 escalated the need to launch family visits via alternative methods. CSNSW determined social visits would be conducted via Audio Visual Link (AVL) and not just via existing studios, but also using 500 tablets that had been earmarked for inmate use under a separate project. The decision was made to repurpose them for use as dedicated video conferencing tablets. Such a process can take years to enact. The expanded AVL system, traditionally used for legal visits, was up in five days; the tablets five days later. The process involved reconfiguration of the system to conduct ID checks and ensure a secure link between CSNSW and family members.

On 26 March 2020, a trial was undertaken at Macquarie Correctional Centre utilising existing AVL studios. These studios were reconfigured to allow families to connect with inmates. A total of 48 visits were facilitated on this date. On 31 March 2020, a trial using tablets was undertaken at Mary Wade Correctional Centre where a further 30 visits were facilitated. The following weekend, 224 family video appointments were conducted across 7 correctional centres using both studios and tablets. As at 26 July 2020, there has been 66,500 video visits conducted with an average of 5,000 video visits per week across 34 Correctional Centres. The number of visits facilitated by video conferencing currently exceeds the number of in person visits per week for the comparable period in 2019.

The implementation of Family Video Visits also had an impact on Correctional Staff as they had to be skilled and trained in a very quick timeframe. With the assistance of the Covid-19 Command Centre that had been established, Custodial staff and Brush Farm Academy facilitators were assigned to the AV Strategy and Business Links team to assist with the roll out of training and to support the implementation of tablets and the change to AVL technology within Studios.

Rotating shifts, geography, location of centres and distances to be travelled were major factors to consider, so training was delivered in the following ways to coincide with the delivery of tablets;

- Face to face training within centres by Custodial facilitators,
- Training sessions in-person in Henry Dean Building,
- Training sessions run online by AV Strategy and Business,
- All using work books, guides and presentation materials that were developed, and
- Nominated by Centres, 121 “champions” trained within the locations to train other staff.

These staff were predominately from three main areas of a Correctional Centre, Admin where bookings were made, Visitor Processing where the tablet visits are supervised and the AVL sections for the inmates in the studios.

Approximately 2000 staff were surveyed and asked their opinion and experiences of the implementation and use of Family Video Visits. We received 493 response, which represents 25% response rate. The survey was anonymous and completed online via a link sent in an email. Both the privately run and CSNSW centre staff were surveyed.
Survey Results

The intention of the survey was to be short and cover only a few topics. The staff were asked to rate how the Family Video Visits were regarded by the other staff in their centre, inmates and families.

Overwhelmingly, the majority of staff thought all three stakeholders would perceive Family Video Visits as **Excellent or Above average**.

- Other staff in the centre  94.1%
- Inmates  92.5%
- Families  94.3%

When asked to rate on their own experience, they selected **Strongly Agree** as they believe their Security is better as a result of the video visits and there is less contraband coming into centres.

![Bar chart showing the percentage of staff ratings](chart)

The staff were also asked to rank what was having the biggest impact on them as a result of Family Video Visits. Not surprisingly, 62% of the votes as Most important - “Reducing contraband coming into the Centres” followed closely “Staff safety with less visitors coming into the Centres”.

For all rating results, see **Appendix 1 – Ratings & Rankings**

Training

In order to achieve the rapid deployment of the tablets and family visits in AVL studios, a variety of methods were deployed as mentioned earlier.

![Pie chart showing training methods](chart)

How did you receive training on JUST Connect?

- From the Custodial Trainers 26%
- Attending a training session 56%
- From another staff member 12%
- I've had no training 6%

Do you feel you have the skills and training you need to complete your work?

- Yes  82%
- No  18%
Following this implementation, 26% of staff survey stated they had received no training, whereas of those trained, 82% of staff surveyed felt they had the **information, skills** and **training** needed to do complete their jobs. Refresher training will be conducted.

**Suggestions for improvement or General comments.**

From the 493 respondents, 275 left a comment or suggestion. The majority of comments were positive and requesting the Family Video Visits remain and, the suggestion was made to replace in-person visits completely by video. Video visitors from overseas and interstate have been more frequent which was previously not as accessible.

The issue of officer safety and less contraband was noted in several cases as less visitors has equated to less contraband.

> “Video calls has highlighted the serious issue of drugs in our centres. We have gone through the hard yards now and I strongly believe we should continue to do video visits rather than contact visits as there is now less drugs in our centre…”

There was also a consistent commentary requesting more training. Some officers felt ill-equipped and required a little more assistance than others. Despite 82% off staff responding they felt they had enough training and knowledge to perform their roles, it would appear many would benefit from more training now to deepen their knowledge.

> “Video visits work great... More formal training on how to conduct the process is needed... The most important thing I want to achieve every day at work is to allow my staff to go home safe from work. And I think, with a little bit more work and some tweaking, this is a great system...”

*To see a complete list of Comments and suggestions*, go to **Appendix 5 – Do you have any Suggestion or improvements?**

**Recommendations**

Findings of the survey support the following recommendations;

- Maintain Family video visits as part of the visitation offering to accompany in-person visits.

- Review all training materials and add information to update now as “known issues”.

- Increase training of Correctional officers on the technical and ‘quick fix’ solutions when dealing with tablets. This would increase their knowledge and empathy skills to get better adherence of processes from the families and better inmate/family visit outcomes.

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Appendix 1 – Ratings & Rankings

How others would rate their experience

Based on feedback you've heard, how do you think OTHERS would rate their experience of Family Video Visits?

- Other staff in your centre: 47.8% Excellent, 16.3% Above Average, 5.5% Below Average, 3.5% Poor
- Inmates: 38.8% Excellent, 61.7% Above Average, 7.1% Below Average, 2% Poor
- Families: 39.6% Excellent, 54.7% Above Average, 5.3% Below Average, 2% Poor

Ranking the impact and importance video visits is having.

Thinking about the impact video visits are having, rank the following statements from 1 = Most important to 5 = Least important

- More inmates are getting visits now: 54.7% 1st choice, 40.7% 2nd choice, 5.3% 3rd choice, 2% 4th choice, 0% 5th choice
- Families do not have to travel to see inmates: 54.7% 1st choice, 40.7% 2nd choice, 5.3% 3rd choice, 2% 4th choice, 0% 5th choice
- More visits available for families via video: 54.7% 1st choice, 40.7% 2nd choice, 5.3% 3rd choice, 2% 4th choice, 0% 5th choice
- Staff safety with less visitors coming to the...: 43.9% 1st choice, 54.7% 2nd choice, 6% 3rd choice, 2% 4th choice, 0% 5th choice
- Reducing contraband coming into the Centres: 62.4% 1st choice, 37.6% 2nd choice, 0% 3rd choice, 2% 4th choice, 0% 5th choice
Appendix 2- The Survey Participants.

The areas the respondent worked within;
- Admin 12%
- Visits Processing 31%
- AVL Section 27%
- “Other” 30%

Summary of “Others”

To see a list of “Other” areas, go to Appendix 3 – “Other” work areas worked within Correctional Centre

Participants were asked to nominate the Centre at which they worked. As this was an anonymous survey, some may have been hesitant to identify their location and as a result, it would appear that an abnormal of staff selected Bathurst Correctional Centre which received almost 20% of the centres selected. For this reason, the locations are included, but not perceived as accurate.

To see a list of “Locations” areas, go to Appendix 4 – Which Correctional Centre are you located?
Appendix 3 – “Other” work areas worked within Correctional Centre

Note – these areas were listed as “Other”. The three listed areas and duplicates were removed.

**Which area do you work within the Correctional Centre?**

- A wing
- Accommodation area
- Accommodation Units - Wings/Blocks
- Admin Assistant
- All 3 areas
- All areas / Supervisor
- All areas of Custodial as an SCO
- all areas, i am an officer but i take bookings
- All Custodial areas
- all locations
- All over the Gaol
- All sections
- All three areas
- At the CDTCC officers do all three.
- AVL and other custodial positions
- AVL and Visits
- AVL, Sectors 1/2/3/4/5
- both AVL and tablet supervising.
- Both Visits Processing and AVL
- C/O
- Case Management Unit
- centre
- Clinic
- CO
- co staff as rostered
- CO VID Visits
- compound
- correctional officer
- Correctional Officer duties
- CSI
- custodial - involved in getting inmates to visits
- Custodial (including Video Visits)
- Custodial Duties (Including AVL)
- Custodial Officer, supervising and facilitating both tablet and AVL visits
- custodial wing
- Custodial, both taking bookings and supervising visits
- Everywhere
- Facilitating the inmate visits
FM OIC VISITS
Functional Manager
Functional manager in charge of FCV
General Duties
Honour House
housing location
HRMCC MOS
IAT, General duties
Induction
Industries
inmate accommodation
Intel/general duties
Intelligence
Mail and Phones
Main gaol
Management
Manager of security
Many roles including Family AVL Visits
monitoring room
Multiple area's
Officer multiple posts
officer security
OS&P
Overseer
Reception
SAS
SCO- I have worked across all sections, making bookings, supervising tablets and studios.
Security
security and wings
Senior Correctional Officer
Sentence Administration
security post
Supervisor
Various areas, including OIC Visits processing & AVL Section
Various positions within centre
Visit via tablet
visits accommodation units etc
visits and avl
Visits centre
Visits officer / rover / activities
visits rover
Visits tablets
Wings
Works Release
Which Correctional Centre are you located?

1. Bathurst Correctional Centre
2. Broken Hill Correctional Centre
3. Cessnock Correctional Centre
4. Compulsory Drug Treatment Centre
5. Cooma Correctional Centre
6. Dawn De Los Correctional Centre
7. Dillywinya Correctional Centre
8. Emu Plains Correctional Centre
9. Francis Greenway Correctional Centre
10. Geoffrey Pearce Correctional Centre
11. Glen Innes Correctional Centre
12. Goulburn Correctional Centre
13. Grafton Correctional Centre
14. Hunter correctional Centre
15. Ivanhoe Correctional Centre
16. Junee Correctional Centre
17. Karriong Correctional Centre
18. Kirkconnell Correctional Centre
19. Lithgow Correctional Centre
20. Long Bay Hospital (Areas 1 & 2)
21. Macquarie Correctional Centre
22. Mannus Correctional Centre
23. Mary Wade Correctional Centre
24. Metropolitan Remand and Reception Centre
25. Metropolitan Special Program Centre
26. Mid North Coast Correctional Centre
27. Oberon Correctional Centre
28. Parklea Correctional Centre
29. Shortland Correctional Centre
30. Silverwater Women’s Correctional Centre
31. South Coast Correctional Centre
32. St Hellen’s Correctional Centre
33. Tamworth Correctional Centre
34. Wellington Correctional Centre
35. Other
Appendix 5 – Do you have any Suggestion or improvements?

Note – these comments have been edited in part and removal of answers such as No comment, NIL, NA

1. Do you have any suggestions or improvements?

2. A lot of families have told me that they would like to have another family member in the call that is at another location on the day and not able to be in the same place as the booked family tablet, they have asked if it would be possible to have that person dial in to this would have the inmate see a split screen.

3. All improvements and suggests have been addressed, I feel it is a wonderful improvement and once the families are all on board with the self-booking system it will run very smoothly from an administration point of view.

4. Allowing each inmate one visit per weekend so other inmates families can have equal opportunity.

5. AVL visits seem to be working better. A more regulated setup would be beneficial where you could have more inmates receive visits.

6. Better training regarding visitors dialing in and the steps to talk families through it over the phone.

7. Continue Video Visits for all maximum security inmates. It has had a clear effect on the amount of contraband coming into Correctional Centres. Make contact visits a privilege for inmates that comply and attempt to conform and reduce their offending behavior and gain a lower classification. It is safer for staff and other inmates and generally will a good thing for all involved if the video visits continue.

8. I have not been involved in the Family Video Visits process, so I cannot suggest any improvements.

9. I think we should keep this happening with the visits due to the percentage of contraband not coming into the centre.

10. I wish that the AVL visits will stay on when COVID-19 restrictions lift fully.

11. In the screen where we can select the visitor names to add onto the booking it would be a lot easier if they were in alphabetical order by last name. At the moment we have to scroll up and down looking for the visitors names and its time consuming. Other than that its going good.

12. JustConnect needs improving, some days/weeks it is unbearably slow saving bookings which makes it hard to manage all the phone calls, we’re always just waiting for the confirmation before we can take the next call. Often drops out and says 'We cannot reach JustConnect at this time'.

13. Keep family video visits once Covid-19 is over. It helps maintain family contact to those who are isolated from having contact visits.

14. Keep it simple, don’t overbook, it really works and I’ve had inmates say how great it is.. and they comment how much contraband has stopped coming in. Well done all involved I say!

15. Keep them going
16. Keep video visits and don’t have contact visits
17. Keep video visits going and contraband into the centre has plummeted
18. More information to families that book visits and how to click on email links, enter passwords etc.

   Visit staff need to be able to edit which tablets are being used on the Just connect schedule booking so we can be more versatile. Currently we have to cancel and reschedule in order to do this.

   More formal training on how to conduct the process.

19. More staff wide training.
   Ability to cancel visits / put an alert on when visitor is recording their video visit and posting to social media.
   If visit is cancelled, should send an email or text message to the visitor to advise them their visit has been cancelled. EG inmate on cell sanctions unable to go to visit. Also an option to say the inmate refused the visit.

21. proper training for staff.
   come up with an idea to stop visitors from screenshotting/recording their visit and provide all visits to be recorded like inmates OTS.

22. Staff training is very poor this is not the first time that staff training has been non existent for Correctional officers to be able to do our job.

23. stop the contact visits and just continue with video visits
24. That we ensure that the video visits are kept long term. Also a management tool for those that consistently try and bring in contraband.

25. Time limits for booking availability to enable security checks to be conducted by day staff, ZOOM not secure, able to dial in from more than one device. No stand alone dial number for each individual booking.

   Security/Intel
   -How do we verify all the VIN now created, now have to authorise VIN to enable visit to be recorded in OIMS,
   -Ability to use false identification.
   -Intel to conduct security checks ie restricted visitors, AVO and CPP alerts. Hard to ensure unauthorised/banned/ PINOP on AVO do not attend during the visit, visitors re behaving appropriate at all times ie nil lewd activity and staff are limited in ability to monitor.

   Staff need to have the ability to monitor all connected calls from a central location and able to communicate with visitor and/or terminate from central staff command. At present staff have to physically deal with visitors from the same table as offenders and have to terminate from the offender tablet. It can possibility cause a issue if staff intervene and wish to terminate and the offender is non compliant, this interaction between staff and offender could possibly be recorded by the visitor and released to public.

26. Video calls has highlighted the serious issue of drugs in our centres. We have gone through the hard yards now and I strongly believe we should continue to do video visits rather than contact visits as there is now less drugs in our centre.
27. Video visit Time should be at least 30 minutes.
28. VIN creation should only be made in OIMS without having to enter the data again in JUSTConnect. Email or online booking should also be made available.

29. We need better reception here at Wellington as the only complaints that I have received has been the poor quality. And inmates should be able to receive more FVV per weekend if they are different visitors.

30. wider base of trained staff. training during visit session is patchy.
31. Zoom connection is poor, tablets often need maintenance

32. Sound proofing/dampening such as carpeting the floors in the area as it is very noisy.

33. In the visits area. Set up the same as a AVL cubicle. Make booth sound proof as possible to remove head phone usage. Officers can log into and see the footage on monitors in office. Inmate is locked in the cubicle until video call is complete. Minimise contact with other inmates and there visitors with a sectioned off access point (office wall dividers).

34. It would be good for the administration staff at the Centre’s to be able to update visitors details instead of having to refer them to Justconnect to update an email address or mobile phone number
35. Alphabetising the approved visitors list for more efficient bookings

36. The only trouble we have is with the information that families receive from the bookings hub. If they could let the families know that Google Chrome is the best platform to use and to make the instructions could be made more simple for families to understand.

37. The links not working can cause a bit of frustration.
38. OIMS and just connect need to link to capture alerts such as AVOS
39. Inmates really enjoyed their family visit, it allowed them to ‘be within a home environment’ throughout the visit. Tablets were not the preferred option however and most requested the visit booth.

40. It is a great way for inmates & families to connect. Inmates get to see their homes & pets etc.

41. more training for staff on the use of tablets. more ability to monitor more then 1 visit
42. It would be beneficial for officers to be able to view the Just Connect booking records on the rare occasions that errors occur to verify booking particulars, particularly on weekends when administrative staff are not present at the Centre.
43. Maintain video visits in the future, it also helps inmates with families that live a distance away including families that reside interstate & overseas.
44. Keep video visits available.

45. Just Connect - Please have a faster system! Do not do updates without prior advise to staff, forewarning would be great! And Preferably not on Friday afternoons. Good if system can recognise double bookings of inmates. Transferring information from OIMS to Just Connect instead of having 2 systems open. Only have allocated times for the allocated centre.
46. Continue this after covid 19, inmates are getting on board as a lot of families are able to see their family members without the cost and time to attend a gaol to see inmates, some families have several family members in them making it hard for families to visit all of them.

47. Video visits have shown how much contraband actually gets into correctional centres via contact visits. This has also been proven by inmates rioting, protesting, etc about the cessation of contact visits. Additionally video visits have increased staff safety by the removal of unessential people to correctional centre grounds.

I would suggest the implement total video visits (no contact visits at all) definitely in Maximum and Medium Security centres, and in fully fenced Minimum Centres. I would only have contact visits in farm/camp prisons (Mannus, Glen Innes, St Heliers, etc) or only for inmates accommodated in honour housing or independent living units in other minimum security centres, as this should provide motivation for inmates to demonstrate good behaviour and progress through the classification system and work with custodial case management CMOs and custodial case officers to reduce their risk of a return to custody in the future. If the inmate then abuses the privilege by introducing contraband, they should then be regressed to a higher classification centre.

48. I believe it is a good system and should be continued after COVID is gone. Feedback from inmates is that it is a better system.

49. Have a minimum amount of training for admin staff so when we get calls asking about visits we can answer the basic questions rather than them having to wait on hold for the booking line to become free.

50. Administration staff should be conducting all the visits bookings. Custodial staff facilitate the visits.

I only conduct AVL legal/parole etc not the regular contact visit replacements. I do believe that we should be seriously looking at a permanent replacement of contact visits with the family video visits.

51. I think the video visits should remain. We have inmates who are now seeing their family that they haven’t seen in years due to being overseas. Less contraband coming into the centre. It is also a reminder to the inmates of what home is like and make them miss it and not reoffend to come back to gaol.

52. Families and inmates are less stressed as they are not being asked to bring anything in less anxiety, more relaxed with nothing being brought in.

53. keep them running!

54. Onsite training for staff.

55. Stage 1 have box visits so there would not be much difference. Stage 2 can go and see their friends and family, they appear happy with the video visits.

56. Boosting Internet.

57. to continue AVL family visits after Covid19 and face to face visits return has been requested numerous time, especially for the disabled, elderly, interstate and overseas visitors.

58. Excellent initiative. Inmates report they get to see their homes and families in their own environment. They love seeing the kids ride their bikes jump on the beds etc. I think not having contact visits will make some of the inmates think twice about reoffending, I have had comments such as “maybe it’s time to stop coming to jail”. Other inmates have families overseas and have seen them for the first time in years. Not having to do strip searches means less confrontation with inmates and of course no contact no contraband.
59. Keeping Family video visits in place long term.

60. dont bother re commencing contact visits or at lease have a travel restriction on visitors

61. Personally I think these should continue. Huge benefit for all

62. I am attached to the HRMCC and due to inmate designations a lot of inmates here only get box visits. The fact families including children do not have to travel a couple of hours or more each way for a one hour box visit makes video visits much more appealing. I would love to see video visits remain and extended to longer then a 25 minute window.

63. Staff tablet at STHC can only view/monitor, visit/inmate tablet one at a time and can only be activated before the visit session has started....... Staff Tablet/Computer screen should be able to select each tablet at any time and have a multi screen option to view all at once.

64. we should keep the tablet visits for good as it helps limit travel for big families and families whom are interstate or overseas.

65. THE RECEPTION ON THE ZOOM VISITS COULD BE IMPROVED -THE SPEED OF JUST CONNECT ALSO COULD BE IMPROVED

66. I feel that the video visits should continue even after the restrictions are lifted, BHCC has many inmates that are from Sydney Metro areas and Immigration inmates who now have the opportunity to see family. BHCC could streamline a few processes that are being used here but we are in the process of doing this. We had a few concerns with one staff member organizing the visits which led to priority overtime and control over the position by one officer. This went on too long but has since been rectified.

67. Maybe Longer visit times 30 to 40 minutes instead of the 20 minutes

68. Hard wiring tablet and better supervision control program would be beneficial.

1- Hard wiring: It would avoid tablet getting out of battery during visits and would maximise their use.
2- Supervision: It seems that only tablet can be monitored might be good to look at a program which could have the ability to remotely supervise all tablets at once.

Otherwise I believe that AVL visits is a great idea. It facilitate visits for inmate having family overseas or far away, it also reduce contraband which is a positive impact for inmates rehabilitation.

69. Visitors enjoy the AVL for the quality of the reception however some visitors are having issues with ZOOM dropping out.

70. The AVL link should automatically cut off at completion of the visit, (25 mins). This would eliminate any question of the length of the visit. Inmate's are questioning times by checking their own watches which are obviously not always synced with our system times.

71. To make this more productive, twelve hour shifts should be more available in correctional centers. This would greatly assist in making more time for video conferencing but also give Officers more time with there families.
72. No, I’d just like to say I along with every other correctional officer am glad that executive management are finally fixing the contraband issue. It’s out of hand. VIDEO LINK for all. I know that won’t happen so the full body scanner is also a great way to combat the issue. Visitors are the contraband problem. You finally see. Fix it.

It also wouldn’t go astray for executive management to visit their centres once in a while to speak with staff... I’d love to meet the people I work for. Send the commissioner or A/C. How about the director once in a while. Sit in on a staff meeting...

73. I feel like video visits should stick around for a few reasons.
1. Staff safety
2. Less contraband
3. Reduces staff stress levels due to how busy the centre constantly is

74. Keep video visits when this COVID is done!

75. I would suggest with the current pandemic and future goals of the organisation, that maximum remand remain video visits only, and as the offender moves to medium and minimum the contact visits return as this will be a further incentive to progress and reduces the risk of COVID getting into the system by keeping visitors who we have limited or no knowledge off coming into centres while we are assessing inmates.

76. Possibly if the visits were to continue they could be longer or more available for example on some week days from 4 til 8pm

77. At Mary Wade we are using the AVL Studios exclusively. We do not use tablets. In centres where this is a viable option, it should be the preferred option. I feel that using the AVL studios is better controlled and easier to supervise every visit.
I have heard from staff at other centres that inmates have been able to provide the Zoom meeting ID and details to their visitor who the uses the information to directly invite other people.

78. Make it optional

79. Tablets should be available in supervised wing locations rather than just visits areas, reducing inmate movements can allow for more visits with stronger security.

80. Training to be made available to staff.

81. Centralised bookings for all centres
Booking times being locked down to housing locations for visitors to book themselves at the correct time slot

82. Making sure when inmates families are dialing in the link they use expires so they cannot call in again on the same link as the tablet maybe in use to another inmate which affects their visit.
When staff are getting inmates out after hours, the inmates are pat searched before been taken down to the visit area, and escorting staff carry the necessary restraints on their persons.

83. LMS Training program
84. Please make it a permanent thing
85. The use of JustConnect has been fantastic and easy to use for all parties concerned. Inmates, their friends and family and staff have managed the processes easily and enjoyed the benefits associated with seeing their families, especially those who live overseas that would not be able to have regular visits. I suggest this process remains in place on an ongoing basis. Possibly only bringing back contact visits as a reward for good behavior - nil OIC's, nil adverse case notes, nil bad behavior.

86. Keep video visits to replace contact visits

87. Keep the video visits going. As an Intel and IAT member the amount of contraband that has been stopped is phenomenal.

88. Better devices would help. Some screens have to be held a certain way to be able to see their families. Sound quality and network issues are also frustrating for the inmates. Also visitors using their own devices should be warned not to use their mobile phones to capture photos. I have noticed since doing the visits, the visitor has NOT been informed that this is not permitted.

89. I think even when the contact visits are introduced again there should still be an option for video visits as inmates who have family that live far away or overseas are so happy to be able to now have regular contact with the inmates and the inmates are very grateful as well.

90. Further staff training should be rolled out to all centres. At Cessnock at the moment, we are running the AVL visits as we haven’t started the tablet visits. With the AVL visits, I was “Trained” in the visits by the officers who were sent from centre to centre to get it up and running. I was shown all about the tablet and almost nothing about the AVL visits. For the first few weeks, we were having lots of issues with incorrect bookings and had to change it on the fly with the Cisco jabber guest system to get the correct links to the visitors. This was all self taught. It was only that I have a basic understanding and experience with computers that I was able to figure it out. When someone else was running visits, they could not fix the problems which resulted in lots of complaints and aggravated inmates. By changing the bookings to an easier system, this has cut out a lot of the issues. But they are still occurring. And now that we no longer have access to jabber guest, we have to rely on the just connect people (who are seriously overworked by the way) to fix it. And that is only if we were able to identify the issue before the allotted time. I understand the issues in trying to organise training in these strange times due to Covid, but I feel that something more has to be done. Relying on people who are “Trained” in just connect isn’t enough sometimes. We have staff who are just wasting a perfectly good computer working in the visits and are making it harder for the rest of us who are trying to make it work as best as it can. Not because it makes the inmates feel better, but because it makes the Gaols safer for us. Stops contraband and allows inmates to see what being at home with there loved ones would look like. What it could be if they weren’t just doing the wrong things. The most important thing I want to achieve every day at work is to allow my staff to go home safe from work. And I think, with a little bit more work and some tweaking, this is a great system.

Thank you

91. To be able to replay previous visits like phone calls are to able to monitor better

92. Give staff chips and lollies.
honestly with the video visits the introduction of contraband has reduced, the amount of inmates that were genuinely wanting to see family members have increased as family members aren't getting pressured to smuggle things in. Inmates with families overseas or interstate have been able to see family members they couldn't see previously as well as some inmates happy that they can even see some family pets.

I would like to see contact visits cease all together but unfortunately that will not happen, if it could be reduced to minimum security inmates being awarded contact visits to continue progression and reward for getting the lower classification, Video Visits are honestly the best way for inmates to see family with a large reduction of contraband.

Keep video visits as the main form of visitation, increases ability for everyone to receive visits and dramatic reduction in contraband.

Make Video visits the only way inmate can have visits. This will keep the contraband out of the centers and keep up staff safety.

Continue these

DO NOT recommence face to face visits ever. It has lessened the impact of contraband inside the correctional environment. Families are under less pressure, both financially and to provide contraband/Drugs to inmates.

It would be an mistake to allow inmates face to face access, as the needs have been met via the tablet visits. International inmates have now had more contact with their families. The shift has now increased both safety for staff and inmates.

Offenders that have family long distance away really benefit from video visits also less contraband introduced to centres is a major plus.

Better set of head set

There is a major difference between the visits now with less drugs being brought in to the centre.

Visitors and inmates have both said how much better it is, one inmate saw his dog that he hadn't seen in 6 years, and a brother that he hadn't seen in 4 years due to travel distance. Everyone is much happier and enjoying their visits now, and more of them.

Keep this system in place and don’t allow contact visits as they impact to contraband being brought into correctional centres has been significant. Drugs are now coming in through mail and are more readily intercepted. Please, please don’t allow contact visits again.

More inmates get visits under this system and visitors are not trafficking drugs in the centre. It is a win/win and drugs are coming in endangering lives.

At this time I don’t have suggestions or improvements but would like to add the following comment.

Having been involved in the implementation of AVL Visits at Shortland CC I would just like to acknowledge the effort of all staff involved across NSW. While the majority of inmates have been pleased to have some sort of contact with family, there are some that feel CSNSW staff are at fault for non contact visits to centres.

Inmates that have family living a number of hours away or in some cases overseas appear to be especially pleased for these visits. Staff at this centre have worked tirelessly to ensure these visits have gone ahead and I am sure this is the case in each centre.

Different inmate tablets to be controllable from one staff tablet. such as receiving call on the staff tablet and transferring it to an inmate tablet. Also ability to monitor remotely.

2 Tablets tend to go to sleep while waiting for the video call to be connected.

3 At times video calls are called on tablets other than the booked ones.
I have found that the amount of contraband coming into the centre has reduced significantly since the introduction of video visits.

I feel that it is a great thing and has proven how much contraband actually gets into the centers through contact visits!!
I feel that it a great for the inmates and their families as they have been able to have visits during the course of the week not just weekends and I also think it is good for the inmates to liaise with the family in this way as in some cases they are seeing what maybe their residents or place they live and familiar thing's, although this could upset some of the inmates I feel the overall AVL process as it is at this moment in time is one that the department should consider making it the way visits should remain for the future.
I can only see positive from the way AVL is running at this point and strongly urge it to remain this way.

less days available at Bathurst, not 7 days a week, make it 3 or 4 days.

Equipment provided to inmates could be at a better quality, understandable it is at a risk of being broken - but the equipment (such a headphones, connectors etc.) are not great quality and are defective after several days.
Training for staff should be slightly more thorough, especially for officers who are less tech-savvy.
If this Family Tablet Visit Scheme is going to continue (which it should for those Inmates who have family far away), funding should be considered for potential booths or permanent seating arrangements in gaols that do not already hold such facilities in their visits areas.

Have both video and contact visits options

if using wireless unit move to appropriate areas to reduce movements after hours.

This should be a permanent feature and only as an incentive to Inmates who behave themselves during the week.

From the inmates and their families that I have spoken to, the consensus appears to be that it would be a benefit to them to keep this option available moving forward

Please continue it!
Continue with these visits indefinitely
Yeah let all staff be given the opportunity to be trained in this not just the select handful that occurs at Bathurst CC

Keep video visits. And only reintroduce box visits

Keep visits using video

There doesn’t appear to be an automated way of tracking the number of visits inmates receive each week. Some inmates appear to be getting more than 2 visits per week.
Security/intell could also be improved by giving staff access to visitor audio and an on-screen overview of all active calls.

I think it would be beneficial to allow family video visits to take place on weekdays, as an incentive, over and above standard weekend visits. It should be seen as a privilege, and not a right to have these extra visits.

proper training or be posted more often in visits.
please keep it to video to keep contraband down
Keep it this way. Visitors who are not able to travel (elderly and disabled) now get the opportunity to be able to see their loved ones.

may be extend the visit time from half hour to a little longer?
If inmates do not have children, I think video visits are working well. Inmates with children need that touch aspect of visits with their children.
125. No more visitors to Center only AVL staff safety is the most important thing.
126. Better training
127. Continue with the Video Visits, a much better option.
128. I strongly suggest that the Avl visits replace contact visits in centers on a permanent basis. The reduction of drugs coming into the centre is massive. Maybe keep contact visits as a privilege for good behavior. The feedback from a lot of the inmates I ask is positive. Family doesn’t have to travel, visits from overseas family, multiple visits during the week etc.... The only ones that I find complaining are the known drug users, and that’s because it is now so hard for them to get drugs in to goal.
129. Family tablet visits should continue full time and not return to contact visits. The security and safety of the centre has greatly increased due to less contraband being introduced through contact visits.
130. Face to face training is required.
   Better contact with the help team
131. I am enjoying there being less contraband entering CC’s and the reduction in associated risks with inmates - stand overs, assaults, protection movements.
132. permanent video visit booths set up, if contact visits are to come back make it a reward system not a right,
   No contact for Maxo or 1 contact visit per a year per Maxo inmate
   No contact for medium unless no gaol charges for 6-12 months. and good intel on the inmate clear urine samples.
   limited contact visit for minimum security inmates 1 visit per month, again if gaol charges and dirty urine then visits canceled for 6 months.
   you will soon discover what inmates are bringing in contraband and the inmates that value their family time and don't have family introducing drugs into centers.
   with inmates getting a constant supply of drugs on the inside there is more probability of them refonding on release to continue the drug habit.
   if the inmate has been in the system for a number of years with little to no access to drugs they may have had enough time away from the substance to break the habit and need that when released they wont go searching for drugs and committing crimes to feed their drug habit. its worth researching over the coming few years. to see if this is a way to reduce recidivism.
133. Keep video visits as a regular thing.
134. Maximum Security should only conduct video visits, Inmates should progress to a lower Classo to earn the right to a contact visit and parole. Continual poor behaviour cannot be rewarded. If you cannot achieve a lower classo you are not ready for a release to society. The reduction in contraband in the centres should be wake up call to the department, we cannot return to the status quo. We must stop the contraband, we will have issues with inmate misbehaviour but the positives will out weigh the negatives. I have 30 years in this department it is time to make a strong decision.
135. Better (some?) staff training. staggered timings- all visitors for a session call at one time, delays in getting through identification and preamble affect other visits. More/better access for staff monitoring visits. Current model has staff selecting one visit to monitor before visit commences. No option to check on behavior or intell that may develop during visit.
136. Keep family video visit do contact visits as good behaviour enticements
137. I believe video visits should continue beyond the COVID-19 restrictions as much less contraband is being trafficked into our centre. Further to this children do not have to travel taking time out of there weekends to visit. It makes sense all round to keep the video visits.
138. Keep it this way best thing that could of happened, less visits not happening as well because visitors don't have to drag everyone to the centre, and way less contraband

139. Proper staff training would have been ore feasible. Executives were trained and none of them work in visits but frontline staff are getting second and third hand information on how to use the system

140. Give proper training to everyone and not let one person dominate and run it the way they personally see fit.

141. Have the ability to monitor more video visits than we currently can.

142. More training, keep the video visits even if and when contact visits are reintroduced

143. Proper mounted stands for tablets to prevent them from being move, tampered with and mostly used as a weapon to hurt staff. They are metal plated to protect the device but where is the protection of staff.

144. Would be great to be able to log into the visit and observe the visit without pre acceptance. You should be able to go from visit to visit with our own I Pad at random. No different then walking around a contact visit. Maybe being able to review visits later after they have completed by the Intel??

145. It would be good if we could supervise a video visit without a notification coming on the screen in front of the inmate. This would be useful when needing to swap supervision of a visit while it is in progress.
   Being able to monitor more than 1 visit at one time.
   Being able to terminate a visit from the staff tablet.
   Looking into the legal ways of recording visits for the purposes of intelligence. Trying to catch information without a playback option is difficult.
   Having the tablet stands in a fixed location that allows optimal view inmate. Inmates are struggling to show their faces to their families because of the angle of the tablet stands. This would also assist in minimizing inmates touching tablets, them being thrown at staff and reducing damage to equipment.
   Develop a terms and conditions warning as part of the emailed link to visitors. This must be read and agreed too before gaining access to the visit. Verbal declarations still provided by staff to visitors before commencing visits. This will ensure that visitors are well informed of the conditions and have no excuse for breaking these conditions.

146. This has been a positive experience for inmates and visitors. Inmates have requested these visits remain an option.

147. I believe that by keeping video tablet visits you minimize contraband entering into a Correctional Centre, which in turn helps in the rehabilitation of inmates and helps stop the recidivism.

148. Don't let contact visits commence due to the large reduction of drugs coming into the centre's and increased staff safety.

149. Please continue with video visits, its a good thing

150. When booking calls in JUST CONNECT, when adding attendee for family/friend: their names are not in alphabetically order making it difficult to find each person and more time consuming.
   Also when choosing a time, times that are unavailable should disappear so you know that time is not available.

151. Keep running video visits and don't bring back contact visits. The amount of contraband being brought into the centre has reduced significantly thanks to video visits.
- The refurbished Tablets continue to be an issue. Some tablets do not turn on/turn off. Tablets refuse to do updates and can no longer be used. Battery life continues to diminish despite being on charge when not in use or even with external batteries attached to them. Visitors and inmates get quite upset and frustrated when then tablet dies and their visit is terminated.

- Just Connect Tech support is not accessible during night time slots. This should be made available.

To make sure all tablets and AVL's are working properly to prevent cancellations and rebooking. We need correct information to prevent mistakes. Also, we need to put some more information on the OIMS system to make it easier for the bookings.

I work in admin taking the bookings, it would be really helpful if the list of approved visitors was placed in alphabetical order which would make finding the visitor a lot easier and quicker.

It would be easier if the Visitors List of the Inmates are in Alphabetical order. Sometime crashes when you put in a Time.

Just Connect has now been set up to only allow 2 visits per weekend session, however, you are able to make 2 visits on the same day which isn't allowed.

If a person wants to add another person onto the visit with Just Connect this can't be done, you have to cancel the visits and rebook which creates more work.

continue these and dont have contact visits

Keep all visits via tablets/AVL

I have seen the impact it has had on inmates, one in a day says it's not the same. The rest love it as they feel part of their home, see their animals, the gardens. I was skeptical at the beginning how it would work, after seeing it for myself I think the results are so positive I would hope that it would continue into the future. A lot of elderly people have accomplished the system with our help and to see their joy is worth it. Please keep it as an option.

I preferred the AVL suites rather than the ipads

Keep these visits going for all inmates until they can earn the right to have contact visits.

I think we should have this full time, ceasing the need for contact visits. Its a great system that works well and reduces contraband, and keeps staff safe.

Video visits are excellent. I would keep them in place permanently.

Keep video visit's going overall at has been a great success in many areas

Quicker response when requiring assistance from help desk.

The visit needs to cut off at the end of the visit rather than officers having to cut it off. If there is an issue that arises and staff are dealing with it other inmates can remain on their call with no supervision.

continue with the zoom video visits

Video visits should remain the only form of contact between inmates and their friends/families.

PLEASE put list of visitors in Just Connect in alpha order. Can be frustrating searching up and down the list.
170. Remove contact visits completely within remand Centres, and continue with Family Video Visits, past the Covid-19 restrictions. Implement contact child visits through Shine For Kids for example, with stringent processes to reduce the likelihood of the guardian of the child, to use the child to deliver contraband to the inmate parent.

171. When you have to do two bookings for the same inmate, it would be nice to be able to do it without having to go through the whole process again including add the MIN, and ALL the visitors again. If they want two days you should be able to select two days providing the booking is the same.

172. A way to implement a prevention of screen recording, or a way to record if screenshots have been taken.

173. do what's best for the department, don’t give in to the inmates

174. Keep it going. Contact visits should only be for minimum security

175. continue with the it.

176. * Rather than staff reading a dos and don'ts at the start of a video session have a disclaimer that the visitors must read and tick to acknowledge each time they have a visit prior to them being 'admitted'.
   * Better tablet holders/stands

177. I feel AVL visits should continue as the means for prisoners to keep in touch with family and friends. It has been a success in so many ways - a win for all.

178. Visits via video has revolutionised ongoing contact to a larger audience of offender and has dramatically reduced the introduction of contraband. It has improved staff, inmate and the general public’s safety. One of the impressive things is that offenders can make contact with friends and family worldwide.

179. Maintaining Video Visits provides all inmates the opportunity to see friends and family while maintaining a safe and secure workplace for both staff and inmates. It is an essential element to the Throughcare process providing inmates with the connections to more effectively return to their lives outside of custody.

180. training on how to operate equipment

181. Positive feedback from inmates and families. Nil contraband coming through visits. I can see visits in the future being by Video Link as families cannot continue to afford the expense of travelling to see family members/friends. Inmates can have visits from family that live in other countries/states.

182. More formal training was required and training resources. The first LOP that was provided to the centre didn't include some basic requirements for visits processing. The initial training that was provided to both admin staff and custodial was very basic and limited. SWCC have compiled our own training resources to assist visit staff with the technical operation of the AVL and Tablets.

183. Continue with Family Video Visits even if/when contact visits resume as interstate and international visitors really enjoy seeing the inmate on screen. Also a lot of elderly or infirm relatives are finding it beneficial. On a lighter note...the inmates tell me that they are just so happy to see the pets.

184. More Tablets would allow more visits &/or longer visit duration. More comprehensive training would also be beneficial.

185. This should definitely remain implemented.
186. With my personnel experience I would like to suggest that we are able to hear the Inmates visit for security reasons. I also think their should be guidelines put in place so consistency is shown throughout the video visit period.

187. I would like to see Video Visits continue into the future, in conjunction with contact visits.

188. I am not a regular in that area but in the times I have been the visits have went well the inmates enjoy being able to see their family, home pets etc sometimes a call may drop out but that is because of the visitors bad internet connection so at beginning of visit I explain to them that the link stays open for the full visit so they can call back also I have asked management for more training to enable me to work in the VBL court

189. having the visits in AVL are far easier and the connection is better than the tablets

190. Suggest the option for video visits conversations to be recorded/monitored including audio (similar to phone calls). To prevent inmates from circumventing the phone system (Intel.) by using video visits to relay sensitive information that would be previously recorded and/or monitored via phone calls. This would also enable review of previous video visits where deemed necessary e.g. Intel. related.

191. keep video visits. Inmates are happier being able to see their house, pets, things they can't see if family have to attend the centre. There is a dramatic decrease in contraband therefore making our workplace a little safer.

192. Well organized! Good job for the transformation of visit so far!

193. Keep the family video visits!!!!

194. yes I feel some of the inmates families elderly especially do not have the knowledge to work out how to log into system even though they get emailed the info. I find a lot of elderly don't even have a email address. I think it is disappointing for the inmates when the family does not connect correctly. some comeback upset and angry maybe a courtesy phone call.

195. I think having the visits this way is so much better and safer for both staff and inmates.

196. some clear policies and procedures put in place around the tablets (such as what is allowed, extended visits and procedures for returning faulty tablets to the H.O for repair)

197. Officers being able to hear the visit. Especially, when AVOs exists and child protection.

198. Tablet technical reliability is problematic. Headphone jack points in the tablet are unreliable, most times headphones won't even work. Need sound reducing visit booths so inmates and families can hear each other.

199. Inmates be able to have more than one visit a week

200. Perhaps training a few more officers would be useful to continue this method of communication with family. Currently trained officers are sometimes moved from other posts to replace untrained.

201. Maintain VIDEO Visits as a preferred option and management tool with Inmates.

202. No, as I have been banned from video visits for CCing the commissioner into an email highlighting technical issues with zoom visits.

203. Construct additional visit booth, remove tablets as they are unreliable
I believe that having video visits should be the only form of visit. Children no longer are brought into this environment. Inmates families would often travel together and meet other families of inmates then work together to introduce contraband.

More AVL suite’s to accommodate weekdays family visit.

Longer visit times

Tablets and links can be temperamental

I think we could better utilize the AVL suites by having family visits booked between 6:30am to 8:30am Monday to Friday. This would allow family members who work, and children, prior to going to school, to visit.

More focus on staff safety and privacy, familys taking images of staff within a correctional centre is against the COPP!!!!!

Keep the video visits or go non contact visits. Less contraband and staff safety is paramount over how the inmates enjoy visits

Continue AVL visits

Video visits allows family/friends from other states/countries to contact inmates. Have had this happen at Geoffrey Pearce C.C. Like to see video visit replace contact visits going forward.

Video visits provide Correctional Centre's Staff and Offenders with a safe environment. Video visits should continue.

Having better support for families particular older visitors or families with a language barrier who may need technical support. Families who are having trouble are calling the centre to be provided with the Jabba or Zoom help numbers this eats into the time allocated for the visit and in turn upsets inmates.

Our AVL suites are getting lots of wear and tear.

Verifying ID can be difficult if the visitor has a poor internet connection and the vision is pixelated. im not sure how to fix this issue.

Video visits should remain after COVID 19 is over.

AVL Visits should stay in place. Dept can probably look at Video visits only for 3 months for inmates or visitors with a checkered past or inmates that refuse to comply with gaol routine or threats to staff.

Recording of audio for visits - being able to review a visit the same as a phone call.

all staff to be trained not select few

nothing to add

better quality headsets as we seem to have a lot of trouble with the audio on the tablets, always changing headsets for inmates to communicate with their visitors.

Make video visits permanent. Less contraband coming into Centres now and staff safety with not having to deal with visitors, also the security of the Centres with visitors not having to access the inside of the gaol to see inmates.

Increasing the visit time to 1 hour sessions.

Continuing Video Visits will enable inmates with family members that can’t usually travel to remain connected with family and video visits has improved the reduced amount of contraband in centres which is great for everyone.

I think video contact for funerals should be adapted as well.
224. It would be easier for the centre if JUSTconnect could sort the list by wing and area. I have found issues with some of the tablets e.g. they can't turn on, won't connect to the network.

225. I believe at some point in time all centres will return to normal visiting routines, although the Dept. should consider continuing long distant and overseas video calls.

226. Continue with Video Visits but at Broken Hill we need a in doors Visit Centre, current Visits are conducted outdoors

227. extend video visits to 30minutes

228. Visits should remain operating like this in the future

229. One of the main issues with the tablet visits is the fact the inmates cannot hear their family properly. Each inmate needs to be supplied with a pair of headphones. Also if families could book online would be much easier as a lot of them miss the booking time slots

230. more Video Visits, less in person visits or have personal visits every second weekend and video visits every other

231. Further training for problem solving when there is an issue. Would like to see FVV continue into the future. It has been a positive implementation for all concerned.

232. Sometimes the families do not listen so call in the heat of the moment when their visit is meant to start without having read the instructions or downloaded Zoom. Once a Visit has started, we can't change anything about it. It would be helpful if we could eg resend the login details once it has started. Generally the AVL process is working very well. Visitors often tell us over the phone how much they enjoy not having to drive, or how well it went. The custodial staff should be commended for putting in a lot of effort to enable visits to happen, eg asking Admin to call visitors if they are late logging in, or asking us to change tablets if there is an issue with the one being used. This is where there are issues if the request is during the window where the visit is meant to happen.

233. AVL visits are working well. The tablet visits are less popular due to signal strength and noise seems to be an issue also. AVL suites are much better and inmates like these as more private and less noise.

234. This should be made permanent structure or phase out contact visits slowly or some contact and some video visits. Box Visits should be made permanently as Video visit.

235. Keep visits like this for all max jails as we have no visiter drug drops

236. Keep video visits only for all max inmates (NO CONTACT) safety is increased and contraband reduced. Then contact visits can be min only and used as an incentive for behavior.

237. Visits is a lot noisier with video visits. Ear buds or phones seem to help block out surrounding noise but the inmates usually speak louder because the sound on their families devices is usually not great. Anymore than 4-6 inmates in the main centre and 3 inmates in Jacaranda is too wise (sound wise). Don't know the answer for this. Officers do not have a lot of control of what happens in visitors homes because
(a) their device is a phone or usually small ipad (they need to move it around for inmate to see and talk to extended family)
(b) half their visitors are in bed or other
(c) overseas visitors cannot speak English
(d) small children and pets impede visit (from sitting stationary)
all these things make it difficult to control visits in their environment.
Maybe a msg with booking should go out to visitors about rules and regs.
and..... inmates at each time slot should be seated early to read what they need to know about visit and what their family has been told about visit.
Its great for distant and elderly families.
It would be nice if all the visits could be monitored, maybe on one large screen? I feel that we may miss important information because we have to pick just one. We have had people being dishonest about extra people in the house not booked in because they aren’t approved visitors or have type 2 AVO’s in place and have been putting them on the visit screen. The identification process has been difficult with those claiming not to have any photo ID especially when there are type 2 AVO’s in place. I think no photo ID= no visit. This is what I was told then another staff member took the tablet off me and let the woman through with a medicare card as ID. That could have been anyone and Intel in the centre has indicated she has been using her sisters identification.

On the positive side people have been able to see their families and children who due to travel issues who in some circumstances have not seen them for over two years. We have had calls from families in China and even Columbia. Most of the inmates and their families have been compliant with the rules and they are very happy with the process. I have personally received a lot of thanks from both inmates and their families.

Provide more video visit

Tablets are hit and miss, connections to 4G need to be improved in country area’s, booking times need to be adjusted, adding more AVL visits isn’t always the way to go, causes problems, the quality of the AVL visits need be looked at instead of cramming to many visits in each day.

Make it permanent, turn current contact visits into a large video visits centre to allow more inmates to have video visits

Automatic cut off at the time the link expires. Allow max two devices to connect from different homes to the same link

Inmates are getting 20 minute visits- twice a week. If there are vacant spots left in AVL studios or Tablets, approval for more than 2 video visits can be discussed with Management.

Maybe change the video calls to 30 minutes.

Maintain Family Video Visits post COVID19 and the reintroduction of Family contact visits.

Continue the family video visit option when face-to-face visits reopen, as it’s beneficial to a remand environment

INTER-CENTRE AVL BETWEEN IMMEDIATE FAMILY MEMBERS

Allow the video visits to go longer of an evening and into the weekdays evenings. Ie> 1 x pod gets visits from 4- 9.00pm. rotate each pod one night per week.

Many of the Inmates here at SCCE are asking how they continue to receive video visits if contact visits return. The majority of Inmates and Visitors strongly prefer video visits. It keeps their family, partner and children safe from having to visit a Correctional Centre. They enjoy the video visit more as the Inmate gets to see their home, pets, kids relaxed and enjoying themselves. It would be beneficial to have a survey of inmates who have regular video visits.

training staff that works in the video visits and creating a cheat sheet for the untrained staff to adapt video visits post.

More training be provided for it

AVL visits enabled families from overseas and interstate to communicate with their loved ones increasing mental well being. It also reduced contraband and enabled those behaving well to be rewarded with extra time when available. I found these visits very rewarding for the inmates.
Copies of visitors ID should be sent prior to the visit and checked again when the visit occurs. As sometimes due to the quality of the live video, it can be difficult to see the ID clearly.

Grant SCO of visits better access to allow errors in bookings be fixed on the spot rather than go through a call centre.

Some inmates have commented that they enjoyed the AVL visits more as they go for a shorter period of time... Overseas family of some inmates have benefited from the AVL.

I think the video visits are run very well, is less time consuming and the other staff that work in other areas eg. units/wings are very co-operative and understand the importance of the visits especially for the at risk offenders and international offenders.

Let's keep this forever.

Some form of "pop up" for securing the tablet. Like a polling booth? Easier to watch the visit from a patrolling stand point. Also ensures no need for the inmate to touch the tablet. More cleaning gear to be supplied with the tablets. we quickly ran out of wipes etc. Perhaps some better training in this side of things.

Having better training for staff in the tablets in general. As a Correctional Officer and a slightly older one at that, I don’t teleconference at all. So understanding how it works, what to do when it does and more importantly what to do when it doesn't is not natural for me. Most of the staff here have half an idea and do fantastically well most of the time. When it does fail we don't know how to fix it or who to call. This leads to conflict within our ranks and with visitors and inmates. We could look more professional to our visitors if we had a better way to help with bad or broken connections, that sort of thing.

Keep AVL visits. No contact visits for Max Institutions

Increase AVL Visit capacity at centres.

Can we have the approved visitor list in alphabetical order? The CSV report still shows cancelled visits and relocated inmates on it, can we have them removed?

keep video visits instead of contact visits. works better for both Inmates and Staff

strongly recommend video visits, good for Centre, inmates family don't to come to gaol for visits. less contrabands, visits hours should be increased, AVL visits are good, Tablet are not working good,

Remain with video visits. There is less contraband coming into the centre which in turn is safer for both staff & inmates. There are plenty of inmates that have family from overseas & interstate. An inmate on my caseload is loving the video visits as her children & family are from QLD & she has had the opportunity to actually see them on a regular basis via video contact. I believe we should remain with video visits even if the dept re-introduces contact visits. If the Dept is thinking about not re-introducing contact visits, now is the time to implement this while inmates are getting used to video only visits. Majority of the inmates that are not drug seeking are happy with video contact visits. I believe this way of visits is better for all involved.

We have less control of who visits the offenders. Any one can join the visit before we notice to cancel the visit. There is no control if the visit wants photos, snap shots etc

Continue Video Visits for All maximum security centres, Reception and remand Centres and continue to reduce contraband coming into centres

Maybe a pop-up screen the families have to acknowledge with the rules for the visit and the consequences.
270. Contact visits would be ideal for a reward system such as minimum security inmates have the privilege for a contact visit. Maximum and Medium should stay video visits.

271. Better and clearer instructions with families as there are log-in problems regularly.

272. Retain the video visits at all centres.

273. I suggest that Video Visits remain in place as it benefits the Inmates and Staff.