FAMILY VIDEO VISIT
FAMILY & FRIEND SURVEY JULY 2020

PAULINE ELLEM
SERVICE SUPPORT ADVISOR
AV, Business & Strategy Links
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Overview

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 visits for the comparable period in 2019.

The key to the success of visits has been the Family Video Visits have been conducted via bookings created in JUST Connect. JUST Connect is an online system that enables booking of video and telephone sessions, professional interviews, visits, meetings, conferences and court appearances across the Justice agencies. Adding family and friends to use JUST Connect for video visits, allowed bookings to be made with inmates enabling automated SMS and email notifications to be sent to families with links, to approved and secure video applications. These links were then used by the family to attend the appointment.

For the first time, CSNSW had access to the email addresses of family and friends. A list of 5,000 family video visitors were invited, via email, to participate in an anonymous online survey to provide information about using the Family Video Visits service. In just over a week, there was an extraordinary response of 2,153 (43%) participants providing feedback of their experience. Correctional Centre staff were also surveyed about the video visits and the effect on their workplace, inmates and families.

Survey Highlights

- 85% of families and friends said they wanted the Family Video visits to continue into the future.
- 34% said they would like to use video visits instead of face to face visits with a further 39% wanting to replace half of face to face visits with video visits.
- 20% of the respondents were from interstate or overseas
- 52% of the respondents had more than 6 video visits
- 16% had never used personal video software before
- 90% were either very satisfied or somewhat satisfied with the whole experience

By undertaking this survey, the first of its kind, CSNSW was able to understand the value Video visits has brought to families, inmates and their relationships.
Results of Questions

Following the initial survey undertaken with a pilot group of 200 participants in May 2020, a longer survey was sent to approximately 5,000 visitors. This survey was sent via email in July 2020 and received 2,153 responses in just over a week.

Number sent – 5000  
Response received – 2,153  
Time to complete – 8:42min
Section One – Overall your experience of using a Family Video Visit

1. How satisfied were you with the following?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very</th>
<th>Somewhat</th>
<th>Somewhat Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Visit Experience</td>
<td>58.1</td>
<td>31.4</td>
<td>6.6</td>
<td>3.9</td>
<td>129.0</td>
</tr>
<tr>
<td>Length of Visit</td>
<td>53.5</td>
<td>31.4</td>
<td>6.6</td>
<td>3.9</td>
<td>129.0</td>
</tr>
<tr>
<td>Connecting to the Visit</td>
<td>74.1</td>
<td>26.8</td>
<td>3</td>
<td>1.1</td>
<td>109.0</td>
</tr>
<tr>
<td>Notification &amp; Support</td>
<td>74.1</td>
<td>26.8</td>
<td>3</td>
<td>1.1</td>
<td>109.0</td>
</tr>
<tr>
<td>Booking process</td>
<td>74.7</td>
<td>23.5</td>
<td>1.8</td>
<td>0.1</td>
<td>100.0</td>
</tr>
</tbody>
</table>

2. What is the best part of a Video visit?

<table>
<thead>
<tr>
<th>Feature</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seeing my family/friend/loved one</td>
<td>1886</td>
</tr>
<tr>
<td>Being able to show them familiar environments like the house or pets</td>
<td>918</td>
</tr>
<tr>
<td>Not having to travel to the Correctional Centre</td>
<td>809</td>
</tr>
<tr>
<td>Ease of Visit</td>
<td>714</td>
</tr>
<tr>
<td>Less stressful environment and less time taken up with visit</td>
<td>659</td>
</tr>
<tr>
<td>I didn’t like it at all</td>
<td>93</td>
</tr>
<tr>
<td>Other</td>
<td>141</td>
</tr>
</tbody>
</table>
Summary of Responses - The best part of video visits – “Other”

There were multiple reasons that families and friends like the Video visits. Their reasons were ranging from saving time and money, to being easier for children to interact with an incarcerated parent in a stress free environment.

Long distances not being travelled as well as the ease of video for old, frail or those with ill health were noted.

Several stated they lived overseas and, as a result, had not been in contact with their loved ones. Video visits are assisting in maintaining strong family bonds. Many said they are able to visit more frequently via Video.

*See Appendix 5 - Actual Responses - The best part of video visits – “Other”

3. What didn’t you like about a video visit?

With over 1600 comments left, the majority of which referred to the length and duration of visits. Most said they felt 30 minutes was too short and that it was ‘unfair’ to not receive the full amount of allotted time.

Also noted in several comments was the quality of the audio and being unable to hear the inmate.

Technical issues such as blank screen and drop outs were mentioned as a problem as well as screen freezing and lag causing connectivity issues.

The consistent message was respondents missing the physical proximity to their loved ones and noting that children miss interacting ‘in-person’ with their “dads”.

*See Appendix 6 - Actual Responses - What you didn’t like about

4. Are there any other comments, feedback or suggestions for how we can improve the Video visit?

The feedback and suggestions for improvement offered a great deal of insight into the feelings of the family and friends regarding their loved ones with over 1250 participants leaving comments.

*See Appendix 7 - Actual Responses - Comments, Suggestions and Feedback to improve Family Video Visits

“Studies prove touch increases immunity, assists with mental health...and reduces recidivism...”

“I would love to see the option of video visits continue. It was over 6 years since I saw my brother because of distance and not wanting to take my children to a correctional facility. I know his mental health has improved a lot from it, and being able to show him our home made it much more personal”
The majority of comments were around wanting to spend more time interacting with loved ones.

**Section Two – General questions about a Family Video visit**

4. Would you like to see Family Video Visits as a permanent visit option in the future?

![Pie chart showing 85% Yes and 15% No]

5. How often would you use Family Video visits?

![Pie chart showing 34% All my visits, 39% Half my visits, 21% Occasionally, 6% Never]

6. Where did you hear about Video visits?
7. Which Correctional Centre location have you been visiting?

Top ten centres to receive responses (making up 1,500 of the total):

- Bathurst 131
- Cessnock 152
- Goulburn 125
- Long Bay 218
- MRRC 153
- Mid North Coast 156
- Parklea 179
- Shortland 152
- South Coast 152
- Wellington 123

*See Appendix 1 – Complete list of Correctional Centre being visited via video

Section Three – Visiting a Correctional Centre

8. Were you visiting a Correctional Centre on a regular basis prior to the introduction of Family Video Visits?
9. How frequently were you visiting a Correctional Centre?

The majority of responses stated their regular visits occurred every two weeks where as others said once a year, or when time allowed.

A few said their loved one had moved or ill health had prohibited them from visiting regularly.

*See Appendix 2 - Actual Responses – How frequently were you visiting a Correctional Centre—“Other”*
10. Why haven’t you visited a Correctional Centre?

**Summary of Responses – Why a Correctional Centre wasn’t visited – “Other”**

Most responded caring for children or family prevented their visiting a Correctional Centre.

Covid-19 restrictions, being new inmates and distance were also listed as reasons for not having visited a centre before.

*See Appendix 3 - Actual Responses - Why a Correctional Centre wasn’t visited – “Other”*

11. Family Video Visits began in April 2020. Since that time, how many Video visits have you had?
12. Had you used video software for personal use before, like FaceBook Skype, FaceTime, Whatsapp video?

![Pie chart showing 84% Yes and 16% No.]

13. Did you visit go ahead as planned?

![Pie chart showing 92% Yes and 8% No.]

14. If no - select the reason your booking didn’t occur
Summary of Responses – Why the booking didn’t occur – “Other”

Audio and “bad connection” appear to be the main reason for an appointment not going ahead. Also mentioned a number of times was inmates being late or missing their appointment.

The Correctional Centre staff not knowing how to resolve issues was highlighted as a frustration and will be a focus going forward. An increase in the training available for officers will equip them with more technical skills surrounding tablets.

*See Appendix 4 - Actual Responses – Why the booking didn’t

Section Five – The Booking Process

15. How did you make a booking for your most recent visit?
16. Phone selected - Were you able to get through on the first call?

Were you able to get through on the first call?

- Yes: 49%
- No: 51%

17. Were the times you wanted to book a visit available?

Were the times you wanted to book a visit available?

- Yes: 76%
- No: 24%

18. What is your preferred time to have a Video visit?
19. If it were to become a constant feature, would you visit via Video more frequently if possible?

![What is your preferred time to have a visit??](chart)

- Morning: 35%
- Afternoon: 26%
- Evening: 23%
- No preference: 16%

If it were to become a constant feature, would you visit via video more frequently if possible?

![If it were to become a constant feature, would you visit via video more frequently if possible?](chart)

- Yes: 88%
- No: 12%

Section Six – Staff Opinion and Feedback

In a separate survey in July 2020, approximately 2000 staff were surveyed and these questions related to those 493 responses.

20. Based on feedback your heard, how do you think OTHERS would rate their experience of Family Video Visits?
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, 46.3% Above Average, 5.5% Below Average, 0% Poor
- **Inmates**: 38.8% Excellent, 53.7% Above Average, 7.1% Below Average, 5.3% Poor
- **Families**: 39.6% Excellent, 54.7% Above Average, 5.3% Below Average, 5.5% Poor

21. Based on your own experience, how do YOU rate each of the following statements?

- **Security is better because of video visits**: 85.6% Strongly Agree, 12.1% Somewhat Agree, 2.3% Disagree, 0% I don’t know
- **Inmates really enjoy the video visits**: 57.3% Strongly Agree, 37.4% Somewhat Agree, 5.3% Disagree, 0% I don’t know
- **Visitors from further places can now visit as there is no travel required**: 95.1% Strongly Agree, 4.9% Somewhat Agree, 0% Disagree, 0% I don’t know
- **There is less contraband coming into centres now**: 87.8% Strongly Agree, 12.2% Somewhat Agree, 0% Disagree, 0% I don’t know
- **Families really enjoy the video visits**: 61.8% Strongly Agree, 32.3% Somewhat Agree, 5.5% Disagree, 0% I don’t know

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>1st choice</th>
<th>2nd choice</th>
<th>3rd choice</th>
<th>4th choice</th>
<th>5th choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>More inmates are getting visits now</td>
<td>27.6%</td>
<td>21.3%</td>
<td>20.1%</td>
<td>18.4%</td>
<td>12.4%</td>
</tr>
<tr>
<td>Families do not have to travel to see inmates</td>
<td>32.1%</td>
<td>31.9%</td>
<td>28.0%</td>
<td>14.9%</td>
<td>1.6%</td>
</tr>
<tr>
<td>More visits available for families via video</td>
<td>43.9%</td>
<td>31.1%</td>
<td>14.9%</td>
<td>10.2%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Staff safety with less visitors coming to the facility</td>
<td>28.5%</td>
<td>44.9%</td>
<td>14.9%</td>
<td>10.2%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Reducing contraband coming into the facility</td>
<td>32.4%</td>
<td>52.4%</td>
<td>14.9%</td>
<td>10.2%</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

23. What gender do you identify as?

- **What Gender do you identify as?**
  - Female: 82%
  - Male: 16%
  - Other: 2%
  - Prefer not to say: 0%

24. What is your age?
25. Where is your home located?

Where is your home located?

- Sydney Metro (34%)
- Greater Sydney (14%)
- Regional NSW (14%)
- Interstate (5%)
- International (33%)

What is your age?

- 18 - 25 years (12%)
- 26 - 40 years (35%)
- 41 - 59 years (34%)
- Over 60 years (17%)
- Prefer not to say (2%)
### Appendix 1 – Complete list of Correctional Centre being visited via video

<table>
<thead>
<tr>
<th>Correctional Centre</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathurst Correctional Centre</td>
<td>131</td>
</tr>
<tr>
<td>Broken Hill Correctional Centre</td>
<td>6</td>
</tr>
<tr>
<td>Cessnock Correctional Centre</td>
<td>152</td>
</tr>
<tr>
<td>Clarence Correctional Centre (...)</td>
<td>26</td>
</tr>
<tr>
<td>Compulsory Drug Treatment C...</td>
<td>5</td>
</tr>
<tr>
<td>Cooma Correctional Centre</td>
<td>43</td>
</tr>
<tr>
<td>Dawn De Loas Correctional C...</td>
<td>79</td>
</tr>
<tr>
<td>Diliwynia Correctional Centre</td>
<td>58</td>
</tr>
<tr>
<td>Emu Plains Correctional Centre</td>
<td>18</td>
</tr>
<tr>
<td>Geoffrey Pearce Correctional C...</td>
<td>38</td>
</tr>
<tr>
<td>Glen Innes Correctional Centre</td>
<td>57</td>
</tr>
<tr>
<td>Goulburn Correctional Centre</td>
<td>125</td>
</tr>
<tr>
<td>Hunter Correctional Centre</td>
<td>87</td>
</tr>
<tr>
<td>Ivanhoe Correctional Centre</td>
<td>0</td>
</tr>
<tr>
<td>John Morony Correctional Cen...</td>
<td>0</td>
</tr>
<tr>
<td>Junee Correctional Centre</td>
<td>20</td>
</tr>
<tr>
<td>Kariong Correctional Centre</td>
<td>11</td>
</tr>
<tr>
<td>Kirkconnell Correctional Centre</td>
<td>79</td>
</tr>
<tr>
<td>Lithgow Correctional Centre</td>
<td>84</td>
</tr>
<tr>
<td>Long Bay Hospital (Areas 1 &amp; 2)</td>
<td>218</td>
</tr>
<tr>
<td>Macquarie Correctional Centre</td>
<td>95</td>
</tr>
<tr>
<td>Mannus Correctional Centre</td>
<td>60</td>
</tr>
<tr>
<td>Mary Wade Correctional Centre</td>
<td>31</td>
</tr>
<tr>
<td>Metropolitan Remand and Rec...</td>
<td>153</td>
</tr>
<tr>
<td>Metropolitan Special Program...</td>
<td>67</td>
</tr>
<tr>
<td>Mid North Coast Correctional ...</td>
<td>156</td>
</tr>
<tr>
<td>Oberon Correctional Centre</td>
<td>33</td>
</tr>
<tr>
<td>Parklea Correctional Centre</td>
<td>179</td>
</tr>
<tr>
<td>Shortland Correctional Centre</td>
<td>152</td>
</tr>
<tr>
<td>Silverwater Women's Correction...</td>
<td>68</td>
</tr>
<tr>
<td>South Coast Correctional Centre</td>
<td>152</td>
</tr>
<tr>
<td>St Heliers Correctional Centre</td>
<td>48</td>
</tr>
<tr>
<td>Tamworth Correctional Centre</td>
<td>13</td>
</tr>
<tr>
<td>Wellington Correctional Centre</td>
<td>123</td>
</tr>
<tr>
<td>Other</td>
<td>86</td>
</tr>
</tbody>
</table>
Appendix 2 - Actual Responses – How frequently were you visiting a Correctional Centre– “Other”

Note- Comments such as “Nil” “No comment”, NA or – have been removed. No comment has been altered or corrected.

- 1 a month
- 2 to 3 weeks
- 2 weekly
- 2times a month
- 3 times a week
- 6-12 monthly cycles
- About every 6 weeks
- About every 8 weeks due to distance
- About once a month but not for a few years but partner currently went in with covid
- As much as we could given distance and work
- As often as possible
- As often as we could from our region
- At least 2x per year. Interstate
- At least once a month or more
- at one stage weekly, but it became less frequent as inmates moved and my health declined.
- Day & weekend leave
- Depend
- Depends on location
- Every 12-18 months
- Every 5-6 weeks due to distance to travel
- Every 6 Months
- Every Six Months
- Every week in metro area but every quarter during transfer to remote location
- Every week until he changed jails now can’t get a visit
- Have not visited in over a year due to innate release
- Havebt visited yet
- Haven’t visited yet just face timing
- Havent needed to visit for a few years until recently
- I can’t visit as much as I’m 1000ks away
- I have only visited twice because my family member got moved to another prison and then Covid rules came into place.
- I live in Italy so I visited my son only once
- I visited my son once in December 2019 as I live in NZ and then we went into lockdown before I could visit again.
- I visited once last year as my brother wasn’t in custody for long
- I would visit at least 2 times a fortnight, if not more regular
• If your phone operator didn’t forget to send me an email with link, I could visit weekly, but no, they just keep forgetting to send me emails with links.... it’s been at least 3 times like this happened.... only your time is time, others’ aren’t?

• It depended where correctional centre was located

• It was regular when inmate was in prison many years ago. Inmate had only recently been locked up again when video visits were introduced.

• Just a few times

• Monthly until he was moved long distance

• Never

• none

• Not often

• Not that often as I’m in qld

• On a roster, so whenever there was a gap. Only happened the once before isolation

• Once or twice a year

• Saturday and Sunday

• Sometimes twice

• They only just went back in but tried weekly if close

• Twice

• Two times a week

• Varies, could be every few weeks, or every few months.

• Visited 1x due to living overseas.

• Was when i was with my ex partner. Was every week

• We all took turns but have visits once a week

• Weekly - fortnightly

• Weekly to fortnightly

• Weekly/ fortnightly

• When I can book the day

• When I could as I live hour and hour away.. I lie in the bush and I’m a single mum

• When needed

• Whenever I could get there
Appendix 3 - Actual Responses - Why a Correctional Centre wasn’t visited – “Other”

Note - Comments such as “Nil” “No comment”, NA or – have been removed. No comment has been altered or corrected.

1. Banned
2. Corona virus impacted visits
3. Could never get the time I was available as I work and one of the inmate’s children attended school.
4. Covid-19 restrictions
5. elderly with health problems
6. From overseas
7. Grandson is recent inmate, lockdown not long after he was incarcerated.
8. Has not long been locked up
9. have heart problems so can’t walk to far
10. I am a Support Worker and often the centre’s are too far away from Sydney
11. I am working and don’t have that much free time to travel to sydeny
12. I did visit a couple of times
13. I didn’t want to take children into the Correctional Centre
14. I do not have any family member in the centre
15. I don’t like going to jails
16. I go as often as i can but as there is only weekend visits it makes it hard
17. I had no need prior to my brother’s arrest on the 18th of March
18. I had no one to visit until now
19. I have been sick. I did visit up until I got sick
20. I have children an they not allowed to visit an i dont have a baby sitter so i can so this has been amazing
21. I have visited before but not many times as I live in QLD and it is very hard to get there
22. I have visited but not on a regular basis because of distance it could be a couple of months between visits but we had daily phone calls, the Zoom will give us a closer contact
23. I have visited correctional centre twice before the COVID pandemic but with lots of difficulties as we live in Melbourne.
24. I have young children that are not allowed to visit with me so it was hard to arrange a day where I can get care and then travel to the centre as well.
25. I live in the United kingdom
26. I suffer from anxiety and have trouble travelling long distances.
27. I used to have physical visits with one of my sons alot but he has stayed out of trouble for a long time. My son that is incarcerated now has been there for 2months and it’s his first offense
28. I was incarcerated myself
29. I was visiting but not on a regular basis.
30. I wasn’t allowed to visit my brother I’m not to sure why but it was the first time I have seen my brother in over 10 years
31. I work a 7 day roster which makes it hard to visit on a Saturday or sunday
32. I work shift work and mainly work weekends
33. Inmate did not want his family travelling a great distance with children in the car in case of breakdown, fatal crashes and the risk of something happening to his family members
34. Inmate incarcerated after COVID-19 restrictions
35. Lock down
36. My fiance was incarcerated post covid restrictions.
37. My friend has just gone to remand.
38. My friend only recently became incarcerated during the current lockdown quarantine period.
39. My partner has only been in prison for 4 weeks
40. My partner has only recently be incarcerated.
41. My partner was sent to a Correctional Centre during the COVID-19 restrictions
42. My partner went into custody after covid restrictions
43. My sister who I organise the calls for can’t go into a prison as she has terminal cancer and has a low immune system
44. My son has only recently gone to jail
45. My son was placed in custody during the outbreak period in early April, so there has been no opportunity for a face to face visit.
46. My son went in while Covid-19 restrictions had already taken place
47. My work makes it hard to visit to get the time to visit
48. Never had any family member in correctional centre
49. Never had the need too
50. New inmate
51. New to the system
52. No need to
53. No visitors allowed when my son went to jail
54. No visits allowed re Covid-19 from NZ. Son only just got arrested this year.
55. No visits because of corona virus.
56. Not imprisoned until recently
57. Only put in jail resent
58. Previous family violence order was in place
59. Prisoner has only been in custody since covid 19
60. Restriction
61. Son only just went in
62. Son recently incarcerated for a second time.
63. Son wasn’t in jail until March
64. Started visits as Clovid19 restrictions started
65. taken into custody after covid19
66. Was in jail
67. Was incarcerated myself
68. Wasn’t in prison at the time
69. We had some who were too aged to visit of late
70. Work
71. Yes just not before the virus
Appendix 4 - Actual Responses – Why the booking didn’t occur – “Other”

1. Audio issues
2. Audio was terrible, can hear other inmates talking-connection was going in and out
3. AVL Visit cut off after 5mins
4. Bad connection on facility end
5. Bad connection on the device from the correctional service and bad headset. Kept freezing
6. Bad connection on there part
7. Bad reception on correctional centre end. Lagging, frozen, unable to connect.
8. Battery died on inmates ipad
9. Blurry at times and would freeze a lot and there was a time my husband couldn’t even see me they tried to fix it couldn’t be fixed and wasn’t offered a make up video call which was very upsetting for me and the kids
10. Cancelled
11. cancelled by prison
12. Connection failed no audio attempted to connect for half an hour than was given a phone call instead
13. Couldn’t hear a word he was saying. It has to be super quiet on our end and he has to shout basically
14. Couldn’t hear him. Had bad connection on his end very delayed
15. Couldn’t hear the video call
16. Couldn’t connect cameras had to call back
17. Couldn’t get through to the booking line
18. Didn’t accept my id
19. Even though I called up at earliest opportunity they wouldn’t let me have any time but 8.00am this has happened several times now and they just say you have what we tell you to have or nothing -that’s Too early in the morning for
20. Guards mixed up my partners name with an inmate who was being transferred and cancelled my visit
21. He was moved to a different facility
22. He was moved to another part of the centre so it was cancelled
23. He wasn’t there for 15mins. Then I couldn’t hear him
24. Husband put in ISO for COVID
25. I booked an appointment for Sunday 12th July 2020 at 12.45pm. When i looked at my phone i had received a notification that the booking was made the day before on Saturday 11/07/20 at 12.45pm. When i called to make a booking i spoke to the operator she explained that Saturday was only morning bookings and I wanted the afternoon thats why I chose Sunday. She somehow booked it on Saturday without my knowledge and without confirmation and I missed my call. How did she rearrange the booking for the afternoon when she told me there was no afternoon bookings for Saturday. I hope that the operator who takes my next booking understands what there doing because the operator that made the appointment caused confusion for me, my friend and everyone affected by her negligence. Thank you.
26. I couldn’t download the software
27. I couldn’t see my son at any visit using Jabber Cisco. He could see me.
28. I didn’t have my clearance
29. I didn’t receive a confirmation notice
30. I don’t know
31. I had no signal / bad connection on my device
32. I waited 20 mins and no connection. I then had to call Silverwater who told me to call their IT. There was a problem Silverwater end. Wasn’t given any extra time to talk. They took him away after 5 mins. He was very upset. The second time we waited for over 30 mins. No one came back to us to tell us he was being moved that day
33. I wasn’t on time, getting a reminder text would be good
34. I wasn’t notified that my friend was locked in that day and we were told at the time of the appointment that we should have received an email notifying us of that. I received a confirmation text message on 15 minutes before the appointment confirming the appointment was still going ahead.
35. Inmate got transferred to a centre that does not participate in the video visits.
36. Inmate moved
37. Inmate refused
38. Inmate refused to participate
39. Inmate was transferred
40. Inmate wasn’t notified and only had a 5 minute visit other times has been successful
41. It got changed the time I didn’t receive a cancellation email and hence it couldn’t go
42. It was my fault I got the time wrong
43. It was too early
44. It would not connect to host which was the correctional facility
45. Lock down
46. Meeting started but was suddenly ended, staff were very helpful in trying to reconnect but unfortunately there must have been a software issue so we only had about 5-10 minutes of the scheduled visit.
47. Meeting was cancelled 5 minutes before meeting
48. Moved prisons
49. My brother was in a lot of pain and did not feel up to the wait involved in receiving my call.
50. My connection showed as great, the jail signal showed as poor and I didn’t get a good visit, still yet to have a clear visit
51. My criminals check needed to be done, they are too aggressive for approval because their form, they accepted when I handed in the eyes called me back with no reason, I have signed in front of the officers
52. My estimated video time frame given was 30 minutes but I only received 20 mins and the connection was on your end
53. My Meeting ID / Link was invalid or missing
54. My partner moved from maximum to minimum which caused an issue to not have a video call and then I didn’t end up having one that weekend then the following weekend the camera on there behalf wasn’t working so when it got fixed I only had a 15 minutes visit.

55. My son was at muster & missed when he was called.

56. No answer on other side. After 10 min we got accepted then got told our visit is 10 min. This was unfair as i did everything right

57. No audio on either end of video call

58. no bookings available

59. no longer required

60. Not on time and kept cutting out

61. On 2 occasions I opened up Jabber and waited for my partner to appear live and instead watched an ad of the outside of Parklea Jail

62. On the 25 minute visit the prison tablet,went flat twice, so only ended up with about 15 minutes.

63. Once was cancelled and next inmate was brought down Late and therefore only had ten minutes

64. Only one time was I unable to see the inmate I was visiting. This was through the cisco jabber link. The issue was resolved by moving the meeting to the Zoom platform and the senior officer allowed us extra visiting time. Every other video visit has run smoothly.

65. Our visit was cancelled as unfortunately, the person who booked the visit wasnt available due to a medical emergency. there was no way to inform the bookings office as it was closed on the day of the booking. the officers cancelled the booking whilst inmate and remaining visitors all ready for the call due to one person being absent. no sign of compassion towards the situation or for the remaining two available visitors. suggest updating your T&Cs in your confirmation booking email to clearly state that all visitors on the booking must be present and/or the contact that books the visit must be present for the call to take place. extremely sadden at the time that this occured. later called the bookings office to see if two visits could take place the following week. suggestion was declined. again no signs of understanding or sympathy.

66. Partner got moved prisons on the day of our first video visit after not being able to see him until the visits rolled out

67. Partner told me they started before the time and got cut off early

68. Personal

69. Poor connection

70. poor connection on YOUR end!!

71. Prisoner moved

72. Refusal

73. Shit connection

74. Signed in at 850 for 9am visit inmate attended at 925 and was only allowed 10mins video call

75. Software played up, corrections officers delayed getting inmate for video visit

76. someone called the phone we were using which made the link drop out
77. Sounds couldn't be heard on either end of video
78. Technical difficulties we couldn't hear each other and despite staffs and my efforts were unsuccessful... other times I couldn't sign in I don't know why I think the code may have been invalid I'm not sure
79. technical problems
80. The bandwidth was low at the correctional facility
81. The connection on the jail's end kept dropping out and freezing, I only received 10 minutes of my visit with my partner due to this and them trying to fix it. They then wouldn't allow us more time to properly have our visit. I'm not happy, 30 minutes isn't long enough either when visits at the jail go for an hour.
82. The host wouldn't start the meeting
83. the inmate can never hear at there end and have to call back up to 4 times on Jabba and on zoom was worse
84. The inmate was brought up earlier to the visit then the actual time so when he was taken my connection actually called an I sat an looked at Blank screen for 20 mins an I left the chat to find out that yea two different times
85. The jabber guest was the easiest to use, the other one I didn't get the link and the last one was zoom and I couldn't use it, both of us were extremely disappointed
86. the link didn't work contacted help desk but the problem could not be fixed in time was advised to call help desk next week but I haven't bothered
87. The meeting was locked so could not get into it has happened twice now even after confirmation from the jail
88. The officer was not trained in allowing me to access from the waiting room
89. The prison officer didn't bring him down to the visit so my children sat there looking at an empty room waiting for their dad who didn't come
90. The room we were booked in had no lights for three weeks couldn't see my partner on the screen
91. The software did not work
92. The time of my booking was double booked
93. The video kept cutting out whilst on the visit because of the jails connection.
94. the video started 15min after the booking time
95. The wrong person was brought to the meeting
96. There was no volume could the inmate could not hear me at all.
97. There were issues with sound. My nephew could not hear us properly
98. they cancelled my visit with no explanation, and so I spoke with a former official visitor I am not satisfied with having no explanation, I am currently dealing with a treatment care plan for cancer treatment and you stuffed up my whole day and have given me a strong feeling that without appology or explanation this could easily happen again. "not happy Jan"
99. They cancelled the call because my inmate closed the door because I couldn't hear a thing over the officers standing outside the room gossiping and laughing
100. They did not have my grandson there on time and then cut us off short
101. They didn’t have him at the visit on-time they didn’t even have the right information of what wing he was in they didn’t call him from his unit until I had been on for like 19 mins and took him like 15 mins to be found

102. They didn’t bring him out on time we had 15 min visits sometimes, they can’t hear because the rooms are so noisy

103. They double booked me

104. Too early for inmate

105. Video visit refused

106. Visit cancelled

107. Visit was cancelled

108. was cut short

109. Was unwell

110. Wouldn’t Connect on there end

111. Wrong app

112. You’ve double booked on one day 3 times now, infuriating and time wasting. You’ve then ‘accidentally’ cancelled both my call and the other family members yet left us both sitting there for 30 mins staring at a blank screen. On other occasions the prisons internet is so bad there’s a 1 minute delay in voice and video is useless and blurry.

113. Your connect is bad
Appendix 5 - Actual Responses - The best part of video visits – “Other”

Note- Comments such as “Nil” “No comment”, NA or – have been removed. No comment has been altered or corrected.

1. Ability to visit while living overseas. Easy to plan the visit, easy technology, easy access, on time...it’s perfect
2. Able to visit more frequently this way, and the convenience
3. Accessible and less stressful for children
4. All of the above
5. Also had problem with the audio
6. And we save over $1000 per visit
7. As we live so far away these Avl calls have been a good send! Not only for me but for our sons, our eldest has autism and his dad is a big part of his life so it has really benefited him beyond words. It is so much less stressful for us all.
8. Because of my sickness an recent brain operation less stress an less anxiety
9. Being able to see friend when I live interstate
10. Being able to see my Dad has been extremely hard as I live overseas and can only visit when I’m home. I’m so grateful for the video calls.
11. Being able to show them familiar environments like the house or pets
12. Being able to speak to them for 30 minutes instead of 6 minute phone call
13. Being able to visit at times not usually available for visits, better food/snacks available, toilets available, more comfortable environment, less noisy environment (for me), use of technology to feel connected to the outside world for my loved one, reduced cost of visit, ability to show my loved one things I can’t in person and vice versa and plenty more there is time to write here.
14. Being in another country, it was great to see the inmate and chat for 25 minutes.
15. Being unable to visit because of Covid I didn’t want the next time I see him being in a box
16. Besides the fact I live far away, I would never visit such a facility with my daughter and this allows me to still see my brother and he can see her grow.
17. Big adition for someone leaving far away ( international)
18. Bring back visits
20. Children not being stressed in the environment.
21. Children on inmate did not have to experience a correctional facility
22. Contact with my partner / loved ones is very important.
23. Convenience
24. Didn’t have to travel from Queensland
25. Didnt have to subject my children to that environment.
26. Doesn’t compare to a face to face visit. But than no option to visit
27. Don't enjoy
28. Don’t want to take kids into facilities
29. Don’t have to interact with anyone but my son
30. During covid 19
31. Ease of access for family, friends with disability and aged who can’t visit the centre
32. Ease of visit
33. Easier for children
34. Good for all parties mental health-
35. Got to see him even though I can’t go to the jail
36. Grandfather able to socialise with his grand kids
37. Great potential for a frail relative who cannot personally visit.
38. Great to visit distant centres
39. Hate not seeing my finance
40. Have a special needs child that hated visiting the prison
41. Having a visit at all during the pandemic
42. I am on chemotherapy and could not see my daughter if not for the Video option
43. I am physically unable to travel to the centre due to distance work commitments and travel time
44. I can visit my son because I live in Italy so I am very happy to see my son
45. I can’t express my emotion very difficult as a mum who can’t huge her son
46. I didn’t like it at all
47. I don’t think the video image adds any value to the conversation, in fact I think it was painful for my partner to see his family, in his home, where he so longs to be...
48. I get to see my mum and talk to her properly
49. I have a small baby and my son gets bored easily having the visit at home has been good as I have plenty of toys to keep him busy.
50. I have an autistic child so I have nobody else who can care for him during visits.
51. I have cancer so travelling is not an option.
52. I have mobility issues and live 600km away
53. I have to travel 8 hrs each way for visits
54. I have to travel quite a distance for my visits which usually means travelling on Friday for a Saturday visit the travelling home on Sunday. This means two night in a motel and I also have to board my cats at the vets for three nights while I am away. This becomes costly so I cannot visit as often. If video visits became a regular thing I would be able to video more often at least once a week and maybe more often.
55. I just want to hug my son
56. I like the convince but miss contact visits terribly
57. I liked seeing my loved one but looking forward to face to face visits so I can have more time with him.
58. I live 1000 ks away, now i get to see my boy every week. I love it. Thank you
59. I live overseas and can’t travel to Australia any time soon
60. I only do this to maintain a connection with my loved one as their are no physical visits, but I would always rather a visit to the centre.
61. I prefer 100% personal visits because u can feel the heart of ur loved one but definitely was a really nice thing to could show my new room and new place and all the things that I do so he can be more secure and happy about his beloved.

62. I prefer a contact visit.

63. I really miss veing able ro hug and kiss my husband.

64. I still prefer contact visit seeing a partner face to face is good just being able to hold them and tell them I love you.

65. I still prefer face to face visits.

66. I think both video & physical visits could be beneficial for both the family & my loved one, during the week would also be good.

67. I used to visit my partner every fortnight. I would love to see him every week but due to the distance of the correctional centre from my home and work commitments I wasn't able to travel every week. If the video calls continued even after the visit in person are reinstated (hopefully soon), that would be huge improvement in our lives.

68. I want a real visit.

69. I want to be able to go see my partner.

70. I work two jobs and it is 8 hours to drive one way so a video visit means I can see my son more often than having to drive so far away.

71. I would like to contact visit so he could see me and the kids.

72. I would much prefer to visit at the correctional centre, but this is better then no visit at all.

73. I would prefer a one in one visit plus 20 minutes goes to quick I can’t wait until regular visits are back. Nothing like seeing your loved one in person.

74. I would still like to visit once in a while for a hug to for his mental health it's important and essential.

75. I'm able to visit inmates at distance.

76. I've been problems this system. What i do not understand is its supposed to 11am to 11.30am (half hour) but Kempsey is only given time for 23 to 25 minutes. Other place is 11am sharp start and 11.30am sharp finishing. Also i sent booking email 4.04pm (it's opening 4am on Sunday) but can’t make a booking? Also booking lady(she is very kind at least) said that not many rooms available and she suggests that room need to be more available every time but not changing. It it very difficult time for people in there and out here. You guys can make a just bit peoples life is easy.

77. I/We are resident in Queensland this provides a great opportunity to keep face to face visits more frequently rather than 16 hours travel each way to visit correctional centre. Great Idea, for between centre visits.

78. Inperson is better.

79. It allows other family members or friends who live interstate to have contact and provide support.

80. It is great and I hope it continues.

81. It keeps my nephews mental wellbeing in check being able to see family.

82. It would save a 3 hr each way trip but it didn’t work.

83. It's a great idea for anyone but especially people who live far away.
84. It's convenient for overseas visitors
85. It's the only choice I have
86. It’s a great opportunity to see my loved one as I use to visit him frequently but then this situation happened with covid 19 but I’m grateful we can still see our loved ones
87. It’s good for the meantime. I still want to physically visit my dad. It’s not the same via video call.
88. It’s good to see my partner but it’s painful to not be able to hold him & kiss him please consider putting visits back on it’s not fair on both parties, I am struggling so badly not being able to hold my own partner.
89. It’s the only option
90. I've got son husband and there in different jails so I get to see them both on same day
91. Just having a baby to my partner and him seeing him straight away and the travelling 4 and half hours with a new born would just be to hard
92. Kids see there Dad and I don’t have to see him (ex partner) for all of visit time. Staff very pleasant who book appointment and check ID. Kids not exposed to jail environment, nor am I.
93. Less fatigue for me as I have to travel a few times a year to see my friend in person. It is 9hrs each way. It is a win for the environment and saves me a lot of wasted time and money - especially when money is so tight atm. I am loving these visits ecologically, socially, fiscally and emotionally. Thankyou for doing them.
94. Less stressful environment and less time taken up with visit
95. Less time waiting to be processed that takes away from time with family
96. Living 4 hours away this has been ideal
97. Living in qld this is so helpful please keep it ongoing.
98. Living interstate the video call is great!!
99. Love these visits as I live 1000ks from the prison my son is in
100. More comfortable environment for children
101. More regular contact as well.
102. Most of the reasons above
103. Much better
104. Much better environment for the children & so much more relaxed for them mentally & they can share their things they having been doing school kindergarten
105. My elderly mother also able to see our loved one because of video call. Otherwise it would be impossible for disabled people or an older family member to visit the correctional centre. It could be more traumatic mentally too for some people to visit the correctional centre. Video calls are more pleasant and less threatening for vulnerable family members and friends.
106. My foster son has been transferred to Goulburn correctional facility n I live in Coffs Harbour so video visits are much easier for me.
107. My grandchildren love it
108. My sister-in-law is overseas so it was great for her!
109. My son can remain in his home playing with his toys without trauma
110. My son is too far so at least I get to speak to him for half an hour.
111. No 3 hour drive
112. No physical
113. No travel expenses
114. Not being able to be around a crowd of people because of my illness
115. Not having to travel a long distance for contact visits
116. Not having to travel hours with the 4 children
117. Not having to travel to the Correctional Centre
118. overseas family can also make a visit
119. Pros and con - but a face to face visit is always better - despite the travel.
120. Saves me a heap of money from flying to syd
121. Seeing my family / friend / loved one
122. Seen my husband after 5 years and he seen his kids after 5 years
123. Setting his parents up as they live in the UK
124. So great as I live so far away from my brother and don’t get so see him very often, maybe 2/3 times a year. This has been amazing - I’m very thankful
125. still only 20mins available for public transport users
126. The officer was courteous and respectful and I appreciated that.
127. The software did not work. He could see me but I could not see him. This is a known fault with Cisco Jabber software. You need to get it fixed.
128. The tablet visit was terrible officers could not get it to work tried for 18 minutes
129. There are so many reasons. Time. Frequency. Ease.
130. We are in the USA
131. We live in Brazil. We cannot travel to Australia. Being able to see my nephew is a blessing from God for us.
132. We live interstate so it’s amazing that we can still see him via video link
133. We live interstate. Makes it so much easier to see her.
134. we live more than 1000 km away from the centre
135. We’ve not seen his face for 12 months and it was lovely to see him.
136. Would love if this was a regular option giving you the choice of either contact or video visit once a week
137. would prefer him to be home lol
138. Would prefer in person
139. Would prefer social visits in person
140. Would rather face to face visits
Appendix 6 - Actual Responses - What you didn’t like about a video visits

1. 1/2 hour is too short
2. 20 min time limits
3. 20 mins is short
4. 20 minutes is just a little too short but still better then nothing!
5. 20 minutes is not long enough, particularly if you have issues with connection and you spend the first 5 minutes trying to log in
6. 20min is a bit short
7. 25 mins goes too fast
8. 25 mins is too short
9. 25 minutes compared to 2.5 hour face to face visits. Horrible angle to see my loved one. They are no where near as good or as personal as face to face visits. Limit of one per week when face to face visits were 2 per week. The sound/reception cuts in and out.
10. 25 minutes is not enough
11. 25 minutes is not enough when ur not able to see ur loved one for over 7 months
12. 25 minutes is way too short
13. 25 min is just fly
14. 30 min is just not alot of time, it would be AMAZING to have a bit more time
15. 30 minute limit
16. 30 minutes a week is no where near long enough
17. 30 minutes is not enough. Especially if during the video we are having trouble with connection from the Correctional Centre
18. 30 minutes is only a short time compared to a personal visit of one hour.
19. 30 minutes time limit
20. 30min is short.
21. 30mins is very short
22. 30minute maximum time limit
23. A couple of times the visit was cut short due to technical problems. Sometimes the booking system has been ineffective.
24. A little bit tricky to get in. Really appreciated the phone support and patience of the person organising it
25. A little impersonal and don’t like not having a hug
26. A little short
27. A video call is good during COVID and to also have as an option if you cannot make a contact visit. Contact visits are very important for inmates, that is what they look forward to. Once contact visits are reinstated, I would love for GCC to have both options available.
28. A++++
29. Absolutely nothing. Living interstate it is great being able to have a video call.
30. After long time I am seeing him
31. all good
32. All good
33. All good, no complaints
34. All now good - early problems are now fixed
35. All ok
36. all perfect
37. All was good with the video .. nothings negative about it.. I think this is a great way to stay in touch.
38. all was great to be able to visit
39. all was very good
40. Allocated time being 25mins isn't long enough...
41. Although booked for 45 minutes it is usually less than 30minutes
42. Although not the same as face to face it is a great alternative.
43. An hour would be great
44. Angle of tablet looking up his nostrils, his suffering through poor quality headphones, lack of privacy with staff looking into my home and listening to my conversation, booking the visit was too difficult, stress of not being in contact with him is heightened.
45. Any contact with my son is wonderful. But I miss his hugs
46. At st Heliers they don’t always let the inmate adjust the screen so sometimes you can’t see them properly
47. at the end of the visit as it ended abruptly
48. at this time it is the only why I can see my grandson
49. At times connection can be poor but that could be from my end. Also not being able to sort face to face with them
50. At times the connection was poor, but that is a slight issue that needs to be seen in the context of all the positive points in question 9.
51. Atmosphere at the Prison
52. Atmosphere looked very cold and uncomfortable
53. Audio
54. Bad audio at first . Too short
55. bad connection and a little interference due to the bad internet connection of your service.
56. Bad connection at times freeze of screen & a bit impersonal with other in mates in ear shot view
57. Bad connection, kept freezing.
58. Bad quality due to lack of service in facility
59. Bad quality lagged at times
60. Bad reception sometimes
61. Bad sound and connection. Awkward non personal
62. Be nice if you could call through the week having more times available
63. Because I couldn’t see him
64. Because I live interstate and can’t always visit Plus the Virus I was isolated and couldn’t fly anyway
65. Because of distances, I was still able to see my loved one, know that their safe & well, gives peace of mind.
66. Because Raynars family live in NZ this is a fantastic option for us.
67. Been able to see face to face While we speak
68. Being able to have a small group of people visiting on multiple devices would allow
family from interstate being able to visit at the same time
69. Being able to kiss and touch our son. The length of video visit is not long enough.
70. Being able to physically touch your loved one, such as hugging and kissing and not
being able for kids to have that physical connection with incarcerated loved ones
71. Being able to see my father for the first time in 3 months. Although sadly his health
has deteriorated, I was able to see that he was ok and in good spirits.
72. Being able to see my husband's face and he can see me
73. Being able to see my loved one every week
74. Being able to see my partner
75. Being able to see my son that i had seen for a year every time i booked he was
moved or there was a prison guard strike so it was so great to finally see him
76. Being able to talk face to face
77. Being I'm in the United States it would be nice to allow others into my call however I
do understand that there is a security need Your staff are always so pleasant and
helpful
78. Being told what to wear in my own home and not being able to get photos of loved
ones together
79. Booking and getting thru to the booking line and then to be told Week after Week
sorry full up. It's a joke. We spend half our life on the phone just trying to see our LO
80. booking process
81. Booking process, very hard to get through on the Bookings Line. Connection
problems
82. Bring face to face back
83. By the time the call goes thru its I ly about 20 min still better than nothing but at
least 30 min would be good
84. Call center hour to make the booking are ridiculous, a few hours a day, a couple of
days a week!
85. Call quality sometimes not good.
86. Call went smoothly to my expectations
87. Calls aren’t long enough
88. Calls would drop out before the end of visit. Connecting back some times works and
a lot of times didn’t work.
89. Can actually touch my son give him a hug
90. Can let my boy and me can see his dad and my husband
91. Can meet in person
92. Can not hear properly
93. Can only be booked during the week of the visit; only one visit per week - more visits
would be preferable.
94. Can't get it on my computer just my phone
95. Can't hug my son on a video call
96. Can’t physically see them and the visits are too short
97. Can’t be there in person
98. Can’t face to face
99. Can’t hug each other
100. Can’t hug our loved ones hello & goodbye.
101. Can’t physically be there with them
102. Cancelled. Now prisoner has moved correctional centres I can’t get a visit
103. Cannot get the software to work on my Windows 10 computer. Luckily it works on my Android phone however this is not ideal as the screen is too small for both sides. Would like to request some support to get the software working on my PC / Laptop
104. Cannot see inmate’s head and shoulders. Could only see to just under the mouth. There was also a lot of background noise which the inmate's microphone picked up and made it difficult for us to hear what was said to us. Also the length of time needed to make the phone booking was ridiculous. When they were first introduced I could get through at all on the first day. I made over 100 attempts to call. Recently it has been a bit better. Can we book online?
105. Cause it cuts in and out u can’t actually give em a cuddle or a kiss
106. Children don’t get to hug there dad. I can’t even hold my husbands hand. Only video visits are giving no real connection between relationships of any kind. Video visits are good as only a plan b. Contact visits are a must have for inmates to maintain connections between loved ones to help with re-integration.
107. Cisco Jabber doesn’t work on either of my laptops so I have to use my phone. When we do tablet visits I can use a laptop, but I feel it’s undignified for my partner to sit on the cold concrete outside at Mannus. Also the tablet sound is poor. I wish the visits used a more compatible software like Skype or Zoom.
108. Clear and fast connection
109. connecting
110. Connecting sometimes is poor and it is hard to hear and we never get the full allocation of time
111. Connecting with Silverwater. The communication is hopeless on every level and care factor of zero.
112. Connection can freeze at times
113. Connection delayed and hard to talk at times
114. Connection frequently drops out
115. Connection issues
116. Connection lags (from centre not my end) and at times the audio drops out. Also, often the connection drops out while waiting to connect and one visit the connection dropped out partway through and ended the visit early. The inmate's mic is part of the problem, as the mic drops audio if moved and is very sensitive.
117. Connection poor
118. Connection randomly dropped out at times
119. Connection was bad and kept dropping out or freezing.
120. Connections are very poor. Barely hear my partner. 30 min not enough time
121. Contact with family
122. Convenience

123. Corrective services were unsure to start with when it came to my visits then 2wks later they were caned

124. Could be a bit longer, say 45mins

125. Could be longer

126. Could not hear anything reception was terrible

127. Could not see the inmate. Video on prison side not working. Also got reprimanded for showing a photo of inmate's daughter

128. couldn't fault it

129. couldn't get through twice

130. Couldn't hear on the video call

131. Couldn't see him properly and very difficult to schedule when your working

132. Couldn't talk privately

133. Couldn't touchy loved one.

134. Couldn’t hear them, or see them it froze the entire time and was a huge let down

135. Couldn't hear to well

136. Couldn't hug my brother

137. Couldn’t see my loved one in person

138. cuts out sometimes takes long processing times

139. Cutting in and out

140. Cutting out and blurrs

141. Delayed messages

142. Didn't go long enough

143. Didn’t contact on time

144. didn't go for the full 30mins

145. distortion and correctional is always late and cutting you off early

146. Doesn’t always work I have only really had one that worked for the intended time

147. Doesn’t go for long enough

148. Doesn't go for long enough

149. Doesn’t go for long enough/not able to show pictures (on another phone)

150. Doesn’t go long enough

151. Don’t get enough time as you would with a normal visit

152. Don't go long enough

153. Don’t alway get to say good bye

154. Dropped out a number of times. Not the most user friendly system

155. Drops out a little

156. Duration is too short

157. Duration is too short

158. Ease of use

159. Easy

160. Easy and safe.

161. Easy process
162. easy to use
163. Easy way to see a friend.
164. Enjoyed it
165. Every call the reception is bad and the call constantly cuts out and freezes which takes up valuable time
166. Everything
167. Everything other than no been able to take photos
168. everything perfect, I just have to thank
169. everything was fine
170. Everything was good
171. Everything was good
172. Everything was perfect
173. Everything was perfect thanks
174. Everything. Getting to see him. I’d still like to visit but this is an amazing option
175. Everything. I think should continue them.
176. Excellent process, nothing to dislike
177. Face to face visit is more personal and intimate
178. First times was hard to understand how it works. Wish could have more then 1 video pw
179. For the first time in 3 years I could see my brother and he got to meet my partner. everytime we try to see him they move him over 6hrs away
180. Found it hard to hear the person. The sound was very quiet.
181. Freezes a lot on jabber. It’s not the same as seeing the person face to face
182. Frequent equipment/technical issues which doesn’t allow video calls to proceed or go through
183. Froze & cut out once, only half an hour not an hour
184. Get to see how healthy my son is
185. Get to see ur loved one face to face and one on one with them and more regular visits
186. Get to talk to my family
187. Getting cut off
188. Getting told it was half an hour but always getting less time than mentioned.
189. Goes quickly
190. Goes too fast
191. Goes very fast and cuts out unexpectedly
192. got to see my sons face not just hear his voice over the phone
193. Great way to have visit with your family I recommend this to my family friends if this keeps continue permanent good for those that miss out on visit contact also I thank you for this opportunity to see family and friends much appreciated
194. Had abit of trouble connecting
195. Had so problems using jabber App Zoom app works much better
196. Half an hour is a short amount of time for a visit especially for children trying to connect with a parent.

197. Half an hour is not long enough.

198. Half an hour is too short when I’m sharing the visit time with our daughter.

199. Half the visits I’ve booked haven’t connected properly. It’s not the same as seeing your loved one physically. They should go for 30 minutes minimum.

200. Happy all round.

201. Hard to hear.

202. Hard to hear cutting in and out all the time.

203. Hard to hear, static and sometimes when they talk it’s like there a robot.

204. Hard to make a booking.

205. Hard to make booking.

206. Hardly anything; it’s great!

207. Having no physical contact. My children hugging an iPad rather then their dad. It’s very upsetting for them to not have that physical contact with him.

208. having to call to reserve, I’m from foreign country.

209. having to call up to 78 times each week (seriously, not exaggerating) to finally get an officer on the line to make the booking.

210. Having to make a phone call every week and I would prefer this could also be done through emails.

211. having to wait around for the time to come, if the inmate could call out would have been better.

212. He could see the kids playing riding their bikes hearing them read and seeing our home.

213. He couldn’t hear me some of the time the speakers were playing up and connection was bad kept cutting out and there is delays when speaking most of the time.

214. He couldn’t here me from my Samsung Tablet I had to use my Daughters IPHONE.

215. hello it is very little time the video visit should be longer and be entitled to more video visits.

216. How long the visit was for 20min isn’t long enough. And now only seeing them once a fortnight isn’t easy at all.

217. How quickly it goes by.

218. How Short the visit is.

219. How some minutes are wasted when they take a few minutes to show up and get the inmate.

220. How sometimes it would glitch out.

221. Human contact.

222. I am able to see my husband and assess deterioration in him instead of phone contact.

223. I am so thankful for the video visits to be able to have the chance to connect with my mum in such a hard time so thankful and I hope they stay.

224. I am unable to hug my fiancé or hold his hand.

225. I appreciate being able to see my love, but nothing beats face to face.
contact.

226. I can hear staff talking in the background. Obviously they have to monitor the video but there should be an option to turn their microphone off.

227. I can see my dad weekly now as before I would have to fly to NSW to visit

228. I can see my partner

229. I can’t give my fiance a cuddle and a kiss

230. I can’t fault the video visit, I haven’t seen my dad in over 3 years due to him not wanting visit as he didn’t like us to travel in fear of something happening, so having the video calls has allowed not only myself but him to see and meet his new grandchild that he has yet met it’s great

231. I can’t hug my son

232. I can’t hug or kiss my partner, I haven’t been able to do that for a year now and it’s hard

233. I can’t hug them

234. I can’t see my family

235. I can’t touch my son

236. I cannot fault video visit have been great every time

237. I cannot hug my son

238. I can’t physically be there and comfort/encourage my partner when he’s mentally/emotionally struggling being in the system

239. I can’t touch my husband. My daughter can’t hug him.

240. I can’t touch or kiss or hug my loved one

241. I could barely hear my partner

242. I couldn’t cuddle or touch him

243. I couldn’t go ahead with the visit because the ID number was invalid

244. I couldn’t have more time talking to my brother

245. I couldn’t hug my loved one and see them in person, everyone in the room can hear what my loved one is saying and it was noisy for them (lack of privacy and sometimes they had to cover their ears due to the noise of others visiting), technology issues (sometimes the bandwidth was terrible and we had to turn the video off or the audio was distorted), the visits were much shorter than our usual visits and even if we booked them back to back it didn’t make a difference and sometimes we had two different dial-in codes and my loved one had two different tablets for the call.

246. I couldn’t see my son on Jabber Cisco

247. I couldn’t get my end of the sound to work so my family member could not hear me

248. I couldn’t see him in person to hug him and finally say hello like a human being

249. I did not dislike anything although I am uncertain as to whether or not we are being listened to or how much was being seen by others of my private life - like my house etc but really I accept monitoring goes with the territory and am not therefore worried too much by this

250. I didn’t dislike anything about the visit
251. I didn’t like that I have to book through a phone call. I had to wait for the long queue to end and it cost me so much money since I am from the Philippines. I hope I could book online in the future. I appreciate the staff and everyone. Thanks!

252. I didn’t like the poor quality of it, could barely hear him, there was a delay in speech transmission. Biggest issue now is that the inmate, my partner won’t have video visits with me because it affected him mentally and emotionally not being able to hug me on arrival and when leaving so now I don’t get to see him at all! It’s now taking it’s toll on our relationship. A 20 minute video visit just does not cut it. Family plays a huge role in rehabilitation of our loved one’s and so does emotional and physical support. BRING BACK CONTACT VISITS.

253. I didn’t like the time, only 20 minutes, or 25 depending on the day, that was really annoying, with my partner we can talk days and days without stop because we love each other too much, I think minimum would be nice 1-2 hours, because we are not risking nothing, it’s not like risking health, or contraband, or time, or even payment for the correctional officers because you don’t need to control much in a video call, in every way it’s so much better, I think you guys should rethink about this. Thanks

254. I didn’t like the wait time for the confirmation email to come through to tell me what day/time my visit would be. I would have to wait until late in the week to find out.

255. I dislike the fact that we don’t get to pick the time or date and it’s very hard to get 2 visits a week like I usually do at the correctional centre

256. I do not any problems with video visit.

257. I don’t have to trail 1000s of I’m to see my uncle and I don’t have to take my kids to a correctional facility

258. I don’t like the limit of only 1 video visit per week, limit of only 1 device and limit of only 4 visitors. I also don’t like that our 25 mins on a couple of occasions has ended up with only 10 mins for the video call due to technical issues, waiting for our call to be acknowledged, time taken up to be identified and often the call has been ended up to 5 mins early. I also don’t like that I have to call to make the booking. Sometimes I’ve called more than 10 times. Each time I get the voice recording and then it hangs up. We’ve also been unable to have some video calls due to - once a system upgrade and twice not receiving confirmation email with link. It would be great if I could book online, have at least 2 visits per week, the visits be 30 mins starting from when the inmate joins the call. It would also be nice if we could have multiple devices so that family from 2 separate households can join the same video call.

259. I don’t think 30 mins was long enough, a extra 10 mins on top of the 30 mins would of been better, but at the end of the day 30 mins is better than nothing

260. I don’t think it’s as satisfying for the inmate as a real visit.

261. I don’t have to travel

262. I don’t know that I didn’t not like anything, I think they are luck to be able to have this available made life so much easier & less of a expenses for us.

263. I don’t like calls over the PA system as it makes it extremely difficult to hear my loved one. The video keeps going slow and being able to speak with out the call being interrupted by slow connection
264. I don’t like the fact that I cannot hug my son, share a meal with him and spend more time together.
265. I don’t like the fact you can’t cuddle and kiss your loved ones.
266. I enjoyed all aspects to a video visit. It would be great to have that as a secondary option when regular visits resume. Travel and the other incidental costs around physical costs can be high so having video links as an option is really helpful.
267. I enjoyed the visit but being a long distances away it should be longer.
268. I felt that the option prior to zoom was much clearer and no problems where as zoom drops in and out and you can’t see much of your loved one.
269. I found it pretty good actually and much less stressful or expensive than having to travel to the centre.
270. I found it so much better.
271. I get stressed trying to get Cisco Jabber to work.
272. I get to see my son.
273. I got to see my partner.
274. I had some technical trouble with a couple of video visits.
275. I have 2 brothers in custody and I do not like the zoom app I believe the inmates use iPad it isn’t a good as jabber guest which uses avl.
276. I have children visit, they don’t know he’s in jail. If possible, I wish behind he no security person thanks.
277. I have had instances where the picture freezes or where the video didn’t work.
278. I have had plenty of poor quality picture video visits, its very disappointing. Bring back face to face visits.
279. I have on a few occasions been unable to get a visit due to sections bookings being filled.
280. I have only been able to book one video visit since covid. Reason being is apparently the inmates section is fully booked. The one visit I did manage to book was great however no warning was given when time was up, the video call just dropped out with being able to say bye.
281. I have preferred a pm appointment and I have been given am.
282. I haven’t been able to connect so not happy with the process at all.
283. I haven’t seen my partner in person for almost a year. You can only imagine how this has affected Ali’s mental health.
284. I haven’t seen my son for 5 mths. Not happy with 3 hrs on hold then not getting booking till the following week. All booked in minutes. Start calling at 8.30 ties. One hold till 11.15. Cuts out 11.30. No visits avail for that week.
285. I just need to get used too the technology; for the rest it was very satisfactory.
286. I just think the instructions with logging on with should be more specific.
287. I like everything about the video visits it’s nice to be able to see family on video because we can’t see them in person yet.
288. I like everything about video visits.
289. I like it for above reasons but would love for it to be a little extended in time. 25 mins is too short. Perhaps a 40-45min?
290. I like the fact the all members of the house hold can see him and talk to him. I live with our Uncle who has Dementia and he won’t leave the house with the video chats he gets to see and talk as well.

291. I liked everything about the video visit and as I am interstate the longer these calls are available the better it is for me and my brother who is the inmate.

292. I liked it

293. I liked it. It was very user friendly and suitable for my purposes.

294. I liked talking to my boyfriend

295. I liked the video visit

296. I live interstate so to be able to see my loved one meant so much to me!

297. I love being able to video visit and its a better environment

298. I love it!!!

299. I love seeing my kids

300. I love the convenience of video visits

301. I loved every bit of it

302. I loved everything about it

303. I miss physical contact

304. I miss sharing food and hugs with him

305. I miss the personal contact, to be able to hug and be close to my son, but realise that this way is better than none at all.

306. I need more time

307. I need to be able to physically be in contact with my loved ones. It is important to maintain relationships. More video visits should be made available until this is the case. 1 visit for 20min a week doesn’t compensate for an hour social visit.

308. I only have a phone to see them on and it’s hard for me and our two children to fit in the screen at once. Regular visits are much better.

309. I personally think the video visits are too short, contact visits go for 2 hours at nowra and we only get 30 minutes video call I think we should have more time to speak to our loved ones as we haven’t seen them in ages and it’s very hard on families.

310. I prefer contact visit, specially for our son. I really hope we get our contact visit back.

311. I prefer contact visits seeing him in person

312. I prefer face to face visit

313. I prefer in person

314. I prefer to be with my partner at normal visits at the centre

315. I prefer to see my partner in person and you only get 1/2 hour on the video it’s not long enough compared to an hour visit

316. I prefer to visit my loved one rather then see them behind a screen.

317. I really appreciate seeing my son

318. I really would love for my daughter to give her dad a hug. There is no contact and that is very hard.

319. I should of been there in person

320. I stress about technology but it all worked ok
321. I think 30 minutes would be better
322. I think it is amazing I have nothing to complain about
323. I think it’s a great idea
324. I think it’s a great way for family’s to stay in contact with loved ones when they find it hard to travel. It works great for my family.
325. I think the video visits should be there only in combination with regular visits. It’s not the same and does not give the same benefit that a face to face visit does. People need human contact
326. I think the visit should be longer by video chat as it only goes for 25 minutes and face to face visits go up to maximum of 2 hours
327. I think there should be a timer so we know when the call is about to cut out
328. I think they are a great idea. Except the Zoom visits. The volume feedback from the correctional centre is terrible.
329. I thought it was very kind and considerate of the correctional facility to make these video visits available - they were amazing.
330. I tried Jabber twice and couldn’t get it to work - easier to use Zoom. Would prefer a slightly longer time of 30 minutes
331. I truly appreciate the video visits. I wish that we would be allowed more than two visits per week if there is availability. Some type of waiting list could be introduced for 3rd visit of the week. I also wish that personal visits would be reinstated.
332. I want to be able to see my son in person and the time is not long enough
333. I want to hug my daughter let her hold her new born baby
334. I want to physically visit
335. I want to see in person
336. I want to see my partner in person, I want to cuddle him I can’t do that through a screen
337. I wanted to book video visit online but couldn’t so had to make an international phone call then wait on hold for a while.
338. I was happy with it all
339. I was unable to see my friend clearly as he had lean over the table in-order for me to see him, side view looking up his nose.
340. I wasn’t able to hug and touch him.
341. I wish it could be hourly
342. I wish it went longer
343. I wish they were longer but I understand visits need to be shared.
344. I would always prefer to see loved one in person
345. I would like to be able to show my son the house and the dogs and cat but don’t feel that would be allowed.
346. I would like to see him and hug him this is very short and not enough contact - it’s not right
347. I would love to hug my son and to be able to talk more naturally with him. The video is not the same as life and I find computers scary.
348. I would love to see my brother in person. It’s been a long time.
349. I would much rather see my loved one in person
350. I would prefer face to face contact however due to the circumstances I’m happy that I get to see my husband. The only thing is that I wish the video call was longer then 20 minutes.
351. I would prefer to be onsite
352. I would rather be able to give my loved one a hug
353. I’d rather a in person visit
354. I’m glad they are doing this but I prefer to go there for a visit.
355. If it could be a little longer that’d be great.
356. If it was possible, to make the visit longer than 20 minutes. Maybe even just 30 minutes
357. If we could have a visit one day a month so i could hold him it would be great
358. Including the ID screening time in visit duration Half an hour become 25 minutes
359. Inconsistent information & visits not being on time even if inmate was to arrive late the visit would still finish at set time or earlier not giving the full amount of time
360. Inmate can only have one AVL per week since being transferred to MNCC. Kempsey and Silverwater we’re allowing two visits per week which enabled both family and his partner who doesn’t live close to us to keep in regular contact with him.
361. Inmate cant hear very well it has echo or other issues, angle of inmate’s screen, not a natural flow of conversation, lack of privacy, too short time frame.
362. Inmate said he wasn’t given advance notification or told who the call was from.
363. Inmate was not always brought into avl suite on time. It would be ideal if all centres had the same set of rules. The centre my partner has been transferred to does not allow banned visitors to participate whereas. What’s allowed for one centre should be allowed for all.
364. Internet connection on last visit wasnt the best
365. Internet connection or software program was pathetic when on an AVL Visit at south coast correctional centre
366. Internet connection was spasmodic which was disappointing, however, this does not happen all the time
367. iPad dies of battery from the Correction centre
368. Is more convenient specially if you have disability problems
369. Isn’t long enough
370. isn’t a hug
371. It allows my fiancé’s grandparents and parents to see him more often
372. It always feels too short
373. It bitches bad some times I prefer zoom over jabber and I think they could go longer then 25 minutes
374. It cannot replace the provided comfort and support (for both parties) of an in person visit to a family member, although it has been invaluable during this lookdown period to maintain contact. It would be a valuable addition to on top of in person visits. Sometimes the video connection is poor.
375. It changed from the Jabber to zoom app without consultation, so it was a bit of a rush to get things in place at the last moment, but an officer rang me and was very helpful.

376. it cut out a few times but was still nice to be able to catch up seen i leave in Qld

377. It cuts out for a minute through out the visit and you only allowed two people on the visit especially when going to the correctional centre you’re allowed four adults

378. It did freeze during the call. However it was easily fixed.

379. it didn't work!

380. It does not compare to a face to face visit.. shorter periods of time during visits.. less intimate and interactive

381. It does not enable the children to engage with their father. The time and privacy of the call does not compare with a face to face visit. The window to book visit is too short . It does not accommodate a working person’s ability to call.

382. It doesn’t go for long enough. If we are actually visiting him we get a few hours

383. It doesn’t replace in-person visits

384. It dropped out 3 times during my visit

385. It ended

386. It having to go through all the process of being scanned it is more relaxed

387. It is all ok

388. It is excellent we live 4 hours from the correctional centre our son is in. We love being able to see and talk to him weekly we hope it stays

389. It is extremely hard to call through to the booking line, the hold time is ridiculously long making it very difficult for someone working full time hours to schedule a visit. I am constantly being hung up on and when I try to call again I can’t get through as it says the line is busy. I would suggest having some sort of online booking function

390. It is good now.

391. It is great to actually see the person and how they are doing.

392. It is hard to answer, I was very pleased to talk to my friend

393. It is hard to hear her

394. It is listened to so you can’t have a private conversation.

395. It is not as personal, can’t give a hug for strength. Nothing beats a face to face visit

396. It is not real

397. It is only half an hour, sometimes the quality isn't too good and the new jail Clarence Correctional Centre still doesn't have access to AVL which is really not acceptable due to contact visit not being available either very disappointing and not very organised for a new jail complex

398. It is superb

399. It is too short.

400. It is very different than having physical contact with my son. I love being able to see him regularly but I do miss seeing him in person.
401. It isn't the same as contact visit. I would rather travel each weekend (+6hrs away) to see my partner. A lot is missed via video. Has caused more distance between us and conflict due to stress of not being physically near each other.

402. It isn't long enough, it would be nice to be able to have the full hour like before but under the current circumstances with this Virus something is better than nothing I guess at least I still get to see my Husband whom I miss very much.

403. It kept getting cut out all the time very stressful

404. It kept screen freezing

405. It often wouldn't connect on time and then we have to finish the call on scheduled time anyway so end up only having 15 minutes. Also I would like in person visits to return especially for inmates who have children

406. It only goes for 30 minutes and its not a physical contact visit

407. It only last's for 20min not long enough

408. It seems quite short in time.

409. It should go for longer 30 minutes

410. It sometimes doesn't connect and you don't get the full allocated time

411. It was a little noisy and hard to hear at times

412. It was all good there was nothing I didn't like

413. It was fine

414. It was glitchy

415. It was good I enjoyed it

416. It was great

417. It was great but not being able to hug my brother is the only thing

418. It was great there was nothing I didn't dislike

419. It was lagging

420. It was only 20 minutes long

421. It was Quick and very easy

422. It was really easy to connect

423. It was short

424. It was short time and his daughter can't hug her parent

425. It was to short to talk to him

426. It was too short

427. It was too short

428. It was very daunting to get on to at first.

429. It was very hard to understand due to the quality of the sound.

430. It was wonderful. I felt so close to my beloved son

431. It wasn’t long enough

432. It would be good if it was longer

433. It would be good if video visits could be made on different days

434. It would be nice if it was longer and more frequent. One of the video visits I had my partner was in a horrible padded room that looked dirty and dishevelled and was not a nice environment to have our visit in.

435. It would sometimes be delayed with talking and seeing our loved one
436. It's cuts out a lot
437. It's good but id prefer to go and see him
438. it's half the time of a face to face visit, inmate gets no privacy and a noisy crowded room makes it hard to hear them through audio and more appointments we've had now have been late or cut early due to technical difficulties.
439. It's hard communicating over video or technology and it's not long enough.
440. It's not long enough and it's an uncomfortable environment for my partner. We visit at St Heliers Correctional Centre in Muswellbrook and like to be able to have a meal together, touch, and have a relaxed day from 9.30am - 2.30pm not 20 min on a video being scrutinised by staff. My partner has had a car accident and has never been in trouble before, to have to see each other like this isn’t satisfactory.
441. It’s okay but be so much better to see them and give them a hug
442. It's only 25 minutes in comparison to the 1-3 hour face-to-face visits in correctional centres.
443. It's only 30 minutes. It should be at least 1 hour.
444. It's to short
445. It's too short 20mins isn’t long enough
446. It's too short. Needs to be much longer.
447. It’s a little hard to interact. The internet quality tends to make the video and sound slow and hard to hear at times
448. It’s crap! Not much time, drops out. Overall pathetic! It’s a joke!
449. It’s feels very impersonal because it’s so invasive. You’re on a camera. Not physically with the personal, having a valid, deep conversation. They are also 30 minutes, technically 25 because you get interrupted when they tell you times nearly up. It’s just all very invasive, and actually makes you feel more heartbroken you cannot physically see them.
450. It’s Great To Look At Them N See There Face feels like its real
451. It’s hard to hear sometimes and the link freezes up at times
452. It’s hard to see ur loved one from a screen. Nothing can replace actually being in the physical presence of them.
453. It’s impersonal, short and lacks physical contact
454. It’s more relaxed
455. It’s much better quality than zoom
456. It’s not a personal visit
457. It’s not a physical visit
458. It’s not as interactive as a real visit
459. It’s not face to face
460. It’s not in person physical contact is important for all members
461. It’s not intimate
462. It’s not the same as a personal visit
463. It’s not the same as face to face, can’t talk freely. It’s just not the same as seeing them in person
464. It’s only 20 minutes
It’s only for 30mins, with everything that is going in the world, we should have at least an hour

It’s the closest way of being able to contact and see the face of the person I’m talking to

It’s too short, and I rather see in person

It’s too laggy and bad quality when it goes through zoom

It’s very impersonal, connection is terrible, can hear other people on the background, lighting is horrible.

It’s a bit hard to hear him sometimes

It’s cuts out all the time, and you can’t call back

It’s good

It’s great too see my partner but nothing will ever replace the physical side off visits...

It’s just hangs up on u without giving u a warning

It’s just not long enough, I haven’t seen my inmate in months and he hasn’t seen his daughter since COVID 19 started. The video visits just ease the pain of not being able to see him.

It’s not long enough

It’s not personal, I miss a hand shake and a hug. I think that’s very important to parents.

It’s only 20 mins

It’s short. Obviously I am unable to physically interact (hand shake etc), booking it is a pain and has meant of the 6 weeks I wanted to do an AVL, I have only been able to get through twice. That’s a disaster with a very simple fix I would have thought.

It’s too short at 25 mins and it’s only available a one visit per week

Jabber does not allow me to use my Mac desktop or laptop, can only use iPhone iPad hence small screen. If I request Zoom to use my laptop, inmate has to sit outside in freezing cold to use it

Jabber is great, zoom can be difficult sometimes but still good

Just being able to hug and kiss them

Just being able to see my loved one, but would rather a normal face to face visit cause I would rather that connection that you can’t get over the phone

Just being able to talk to him and see him

Just bit being there in person.

Just happy to see a Love one as we cannot go to see him it’s his first time there

Just having a chance to see him

Just that my daughter didn’t see her father in person

Just the longing to see him face to face.... it’s heartbreaking.

Just the signal, but overall I’m happy with the video calls

Just wish I could see my son to hug him

Keeps cutting in and out all the time

Keeps freezing on the call so gotta hang up and ring back takes minutes off the visit...
495. Kids don’t get quality time with dad and so much lagging and problems
496. Kids not having physical contact with their dad.
497. Knowing that no contraband can’t enter the facilities. I think it should be kept this way & maybe once a month have physical contact visits with Sniffer dogs etc because I know there are people in there that have kids, family etc and they do deserve to see them but not if they’re going to take in contraband that contributes to the behaviour & addiction of people with drug habits.

498. Lack of personal contact
499. Lack of physical contact
500. Lack of physical contact.
501. Lack of privacy
502. lag of the video
503. Last visit we had an issue. He could see us but we couldn’t see him.
504. Length of chat. But understand heaps of inmates need to work around. So anytime is great :)
505. length of time
506. Length of time for visit. 20 minutes is not enough.
507. Length of time is shorter than normal and is less personal than face to face visits.
508. length of time was too short and reception was bad.
509. Length of visit - it could have been longer.
510. Length of visit is very short
511. Length of visit,
512. Length was too short
513. length, call cutting out wirh no warning
514. less personal than in person visit
515. Less stressful
516. Less time
517. Lesser time than a face to face visit
518. Liked everything
519. Limited time slots available
520. Limited to people on approval list - as we live in the UK we would like to include other family members who are not on the persons regular contact list
521. Little hard to hear and sometimes blurry
522. Living so far away and not being able to visit in person, just seeing my husband is so wonderful I cannot put in to words. I do hope the video visits continue for those who live so far away and not in the best of health
523. Losing connection
524. Loss of physical contact
525. Love it.
526. Loved every minute
527. Loved it
528. Low volume, difficult to hear the inmate. Does not have the intimacy of contact/face-to-face visit.

529. Makes it harder seeing them but no being able to be there with them face to face, especially harder and more confusing for kids

530. Maybe just having more hours available to call for a booking , otherwise they are so great.

531. Maybe not long enough

532. Maybe that we don’t find availability for the video call even if we call on Monday for the Booking.

533. Might need a bit more bandwidth as the sound broke up a few times. And image froze once.

534. Miss out giving personal connection eg. hugs

535. Miss personal contact. Being able to hug my son.

536. Miss seeing my son face to face

537. Miss seeing the person physically, in person.

538. Missed giving them a hug

539. Missing in general the contact side of things, like just being able to have a cuddle from my partner.

540. Missing the cuddle at the beginning and end of visit

541. Mix ups and not being able to have a visit on that day

542. More Personal than a phone call, and able to see my son

543. More relaxed

544. More time than a phone call. Seeing my brother.

545. More time would be great

546. Much easier then travelling to the jail

547. Much prefer contact visits. But this will do for now.

548. My child doesn’t understand to sit in front of a screen to see his daddy

549. My children are very young so they obviously font sit still or want to talk so they are seriously missing out on valuable bonding time with their dad which is extremely necessary for them to build a relationship and to know who he is.

550. My children can not hug or kiss there dad

551. My children haven’t been able to hug their father in 6 month because in person visits have been closed for two school holidays now.

552. My grandson seems to be more depressed not seeing us in person. Seems to have gone backwards instead of improving. Has no interest in anything like he did before.

553. My loved one couldn’t see or hear me many times during the video call, was disappointing cause only have 35mins, and with this being disrupted by pixelating etc, was wasting the 35mins

554. My other half was moved just as this came into place. He was moved to the south coast. We are from the northern beaches. I wouldn’t of been able to visit or see my other half for 4 months! So very very happy with the ease and honestly couldn’t fault it. Thank you

555. My partner not being able to meet his son in flesh
556. My phone went all funny and got accused of taking a screen shot when I didn’t my phone frozen during the call
557. My son had to sit @ an angle & he could not see my face, also very dark.
558. My son needs me for reassurance and a hug every now and again. I’d like to see him in person maybe once a month or so
559. My two toddlers lose interest in video calls very quickly. We miss physical visits
560. My visit was 20 minutes late I live in Scotland and the time difference is a big factor I also have cancer and constantly tired, having to stay up late or get up early isn’t always possible for me and the cost of the phone call to book a visit is expensive as I can’t work. If it was possible to email for a visit I would do this it would help with any complications I may be having at any given time.
561. n/a
562. NA
563. Need a long time to make a booking
564. Need more time maybe like 40 mins
565. Need more time then 25 minutes isn’t long enough
566. Need to be longer
567. Needed a programme with sufficient 5G network
568. Needs to be longer
569. Nil
570. No
571. No able to see him
572. No being able to visit personally and call not long enough
573. No complaints
574. No complaints
575. No complaints at all Staff extremely polite and very helpful
576. No complaints to report
577. No contact
578. No contact
579. No contact visit
580. No contact. Would prefer contact visits.
581. No cuddles, too short, seeing my son in a cell
582. No dislikes
583. No dislikes at all
584. No Hugs
585. No hugs etc available can’t move from one room to another
586. No hugs or kisses. Impersonal.
587. No hugs... Video is jumpy and trouble with software.
588. no internet
589. No intimacy, it’s not a visit. It’s a Web chat...
590. No issues - I thought it was a great idea
591. No issues at all
592. No long enough time. 20 minutes seems to go too quickly
593. no major issues
594. No negatives, but I didn’t realise you could book online.
595. No negatives. Centre staff were kind and patient. All positive
596. No personal connection
597. No personal contact
598. No personal contact, no private conversation, very distressing and dehumanising
599. No personal contact.
600. No personal/physical contact, shortened time of visit.
601. No physical contact
602. No physical contact
603. No physical contact between families
604. No physical contact is very very hard
605. no physical contact of course
606. No physical contact with my partner
607. No physical contact with my son.
608. No physical touch a cuddle or a kiss
609. No physical touch and monitored conversations. It’s very difficult without contact visits to really connect with my fiancé. I miss giving him a hug terribly :(
610. No picture, losing picture. Doesn’t replace physical contact.
611. No warning it was going to end. We knew roughly but a prerecorded message would have been good to properly say goodbye
612. No.i like
613. None
614. None - a wonderful service for my daughter to regularly see her dad. We hope this becomes a regular service as it is very beneficial for family
615. Nor to be able to see my partner in person, I’d rather see my partner in person
616. not a good connection on zoom
617. Not a thing
618. Not able to choose a time
619. Not able to give my son a hug.
620. Not able to hug my brother
621. not able to see them in person
622. Not able to touch and most of the time the connections take a long time and loose 10 mins of the visit,
623. Not always clear picture
624. Not always long enough
625. Not an issue, we are very grateful for this opportunity you have provided to connect with family/ friends, Thank You
626. Not any
627. Not applicable
628. Not applicable
Not been able to physically see them
not being able to actually be with the person
Not being able to be with them in person
Not being able to book a time

Not being able to connect at the allocated time provided. Once connected the process of waiting to speak with an officer then waiting for family to be given permission to enter video booth. This takes away vital limited allocated time not to mention you don’t get your full 30 minutes as your cut off prior to the allocated finish time. This is what disappoints me.

Not being able to connect easily, which was happening in the beginning.
Not being able to get a hug. My children not being able to get a cuddle off their dad and my youngest child is yet to even meet her dad
Not being able to give a hug
Not being able to give my brother a hug and give the emotional support I feel he gets from a contact visit I feel like he doesn’t open up to me as much and I can’t be there for him like I want to be I also can’t buy him his favourite chocolate and chips and drinks that I know he looks forward too.. the video visits have been better than nothing but I feel they lack the ability to be able to have a real connection it doesn’t in some sense feel real it feels like everything else in this instant world and this instant world we people have no emotional connections to the things we watch we may care for a second but having a physical face to face visit with a loved one is so much different I feel it gives a sort of support and a connection for ongoing support to not only our loved ones but to us. It’s hard to explain but it’s something that can’t be achieved through a screen

not being able to give my partner a hug
Not being able to give my son a hug
Not being able to give our loved ones a comforting hug
not being able to have contact
Not being able to have face to face visits
Not being able to have physical contact
not being able to have physical contact with my partner

Not being able to have physical contact with my partner as I haven’t seen him in almost a year. If my booking was at 1-1:25 by the time they check my ID and call my partner in I don’t see him until 1:05. The videos aren’t always clear and can be glitchy and sometimes it’s hard to hear what he says and vice versa.

Not being able to hear them properly
Not being able to hold & hug my husband

Not being able to hold my family member. That physical touch and in person conversation simply can’t be replicated online. The visit sessions are also much shorter on video visits, it is very hard to have a loved one in jail and these in person and longer visits are really what help us get through this.

Not being able to hug / in person is nicer
Not being able to hug and kiss him hello :( 
Not being able to hug hello
652. Not being able to hug him

653. Not being able to hug loved one, a video chat is not the same as in person. Video chat is too short and connection has issues.

654. Not being able to hug my brother

655. Not being able to hug my fiancé

656. Not being able to hug my loved one

657. Not being able to hug my loved one and hold his hand, touch and sense of love is very important in this situation.

658. Not being able to hug my loved one.

659. Not being able to hug my son

660. Not being able to hug my son and husband

661. Not being able to hug my son when he gets emotional

662. Not being able to hug or kiss my loved one

663. Not being able to hug them

664. Not being able to hug them. Not long enough, personal visits are 2 hours. Not a clear picture, not a good angle

665. Not being able to meet in person offcourse

666. Not being able to physically hug my son. No privacy.

667. Not being able to physically sit with my family member

668. Not being able to physically touch. The physical connection is important

669. Not being able to request a specific time

670. Not being able to see him in person and give him a hug

671. Not being able to see my boyfriend in person and being able to touch him

672. Not being able to see my brother in person to give him a hug but I was happy with anything so video visit was ok better then nothing

673. Not being able to see my loved one in person and the video connection

674. Not being able to see my partner in person also the visit only being 20-30mins when usually it’s an hour in person. Also the connection is sometimes really bad

675. Not being able to see my son in person

676. Not being able to see partner in person physically to hug and experience our energy together

677. Not being able to see the inmate in person

678. Not being able to see the person in real life

679. Not being able to see them in person

680. Not being able to see them in person as well

681. Not being able to see them in person. Noisy in the background when using Zoom.

682. Not being able to see them in person. Nothing will compare to seeing them face to face - in real life.

683. Not being able to show him my new house.

684. Not being able to sit across from them. Not being able to hug them.

685. Not being able to talk privately. Lack of physical contact and time too short

686. Not being able to touch inmate
687. Not being able to touch my husband
688. Not being able to touch my husband. The camera is so far away you can't get a good video. Too much background noise
689. Not being able to touch my loved one.
690. Not being able to touch my partner, it makes it much harder to be away from him when I can see him but can't touch him
691. Not being able to touch or share a meal these little things are the ones you miss the most
692. Not being able to touch them
693. Not being able to touch them
694. Not being able to visit in person. Having suspended visits has made this already extremely difficult time much harder. Not having any physical affection with the inmate is having a lasting and negative affect on the relationship between myself and inmate.
695. Not being there in person and it's very short
696. Not being there in person, but a video visit is better than no visit
697. Not being to add others not booked
698. Not being to physically see my loved one
699. Not contact I want to be able to sit next to my partner
700. Not enough spots, you have to wait on hold for over an hour to be told that all the spots are taken. Get more spots please
701. Not enough time
702. Not enough time
703. Not enough time the ones in person are longer
704. Not enough time to talk
705. Not enough time, sometimes poor connection
706. Not having to travel inter state
707. Not long enough
708. Not long enough
709. Not long enough, back ground noise from other inmates also sometimes not very clear on screen
710. Not long enough and can’t really discuss personal things etc
711. Not long enough and not good visual
712. Not long enough and not physically able to touch loved one
713. Not long enough visit
714. Not long enough, and physical being able to touch my loved one.
715. Not long enough, cut off before the 30 mins and just wanting to touch my partner
716. Not long enough, in a normal contact visit you get 1hr and on the videocall visit you only get 30Mins
717. Not long enough, poor internet connection effects call sometimes
718. Not long enough.
719. Not long enough. 45min is better
720. Not long enough. But 20 minutes is ok
721. Not long enough. Would rather see face to face obviously.. however understand coronavirus environment
722. Not many time a week
723. Not much flexibility in when I could call and book
724. Not much I really want contact visits to return they would be ok sometimes but not as the only contact
725. Not much time
726. not personal
727. Not seeing in person
728. Not seeing in person can’t hug
729. Not seeing my loved one in the flesh.
730. Not seeing my partner in person
731. Not seeing my partner in person. The length of the calls are too short
732. Not seeing my partner to hold his hand and letting him know how much I love, miss and care about him, I would prefer to visit correctional even though it takes me 2 hours drive.
733. Not seeing them in person cause it’s not the same on video and only short video link
734. Not T seeing them personally, touching, hugging And kissing
735. Not sure atm
736. not the same as in person
737. Not the same as in person but a good alternative
738. not the same as in person but still easier
739. Not to be able to talk. Ling enough
740. Not wishing to be selfish, but the time passed very quickly. I would prefer a bit longer - say 45 minutes
741. Nothing
742. Nothing
743. Nothing
744. Nothing
745. Nothing love it
746. nothing - is the best thing you’ve ever introduced
747. nothing - loved it all - could have been a little longer
748. Nothing - staff are great and being able to see her not just hear her on the phone is so reassuring being so ill
749. Nothing .. I can’t give you any negative feedback only positive. Living interstate this is the best form of communication with inmates ...
750. Nothing all good
751. Nothing all was good.
752. Nothing at all everyone from calling to make a visit and the Guards checking were brilliant.
753. Nothing at all it was all fine.
754. Nothing at all it was super easy and quick to book in and our son was able to see his father for first time in 3 years since moving to qld
755. Nothing at all they are fantastic
756.   Nothing at all. Love having visits
757.   Nothing beats a real visit where you can see your loved one. Share a meal and have a full length conversation.
758.   Nothing beats face to face, while I’m appreciative during the times, the ease of restrictions has been heavily reduced. Visits should be slowly introduced rather then over using the covid as an excuse. There can be families who take weeks in turn, non contact and or face masks etc to be used. There is more then one way
759.   Nothing everything is good
760.   Nothing I appreciate being able to keep contact
761.   nothing i can pinpoint
762.   Nothing I didn’t like about the visit
763.   Nothing I have enjoyed the video visits as I cannot travel to far hope you can keep them going, many thanks to you all,
764.   Nothing I love it
765.   Nothing i love these visit I see my son and nephew weekly
766.   Nothing I loved the visit.
767.   Nothing I really enjoyed the visit this way because I don’t have the stress of travel..
768.   Nothing I think they are great
769.   Nothing I’m super grateful for this feature
770.   nothing in particular
771.   Nothing is good as I live in SA and I can’t visit my son so video visit is a good way to see my son
772.   Nothing is more important than having to give your love ones hugs and kisses but it’s the best option we have for now. We are still fortunate to see them with what is going on around us. I like that the video calls have improved from the first couple of months we started using them.
773.   nothing it all went very well
774.   Nothing it is a very good idea. The only problem is the wait time on the phone to make a booking. Hopefully it will continue after in person visits resume.
775.   nothing it is an excellent initiative. I hope it continues
776.   Nothing it is really good the only thing is at Parklea you don’t get to pick your visit time my grandmother has not seen my brother in over 10 years cos she is sick but because of video visits she has seen him twice thank you
777.   Nothing it was all good
778.   Nothing it was great
779.   nothing it was perfect
780.   Nothing it’s great
781.   Nothing it’s a wonderful idea for all concerned
782.   Nothing it’s great to see my son when we are so far away
783.   Nothing it’s ok but, I myself would prefer going to the correctional centre to visit my brother and my kids love going also being able to give their uncle a hug then not being able to via video call
784. Nothing it’s really great
785. Nothing it’s so much easier
786. Nothing just miss buying him a treat and giving him a cuddle
787. Nothing much except not being able to advise of a preferred day/ time.
788. Nothing really
789. Nothing really - all good
790. Nothing really but it’s nice to give my brother a hug when I see him in person but much prefer video visits.
791. Nothing really, just it’s was a bit of a hassle to set up in the beginning
792. Nothing so far
793. Nothing the whole experience is great
794. Nothing this program is great considering we live in a different country. Would appreciate if it is continued in the future as well
795. Nothing to not like, Good service .
796. Nothing wrong at all
797. Nothing, can’t fault a thing. The staff are lovely and so helpful, it saves so much hassle for my family. Couldn’t say a bad thing about it.
798. Nothing, every visit has been a easy experience so far.
799. Nothing, I enjoy and are excited to see my family!
800. Nothing, I found it helped me a lot, I always want to visit the correctional centre but going to contacts visits makes me distressed due to environment. I like I can still see my loved one on the comfort of my home
801. Nothing, I love it.
802. Nothing, I much rather video visits as I will not bring my child into the correctional centre so having video visits gives us the option for my child to still see her father,
803. Nothing, I think it is very convenient and should be allowed even after the lock downs.
804. Nothing, it is an excellent idea.
805. Nothing, it was great and the only chance I’ve had to see my nephew for over 3 years
806. Nothing, works very well.
807. Nothing!!!
808. Nothing. Everything was great.
809. Nothing. I LOVE the visits.
810. Nothing. I think using video link has been great
811. Nothing. It is great. My son has been moved 4 hours away and I have a terminal illness so for me and him this is fantastic. I really hope video visits become a permanent thing. I am sure their are other families in similar situations. I think it is very important for our loved ones to have their families support.
812. Nothing.. no problems
813. Nothink
814. Obviously a lack of any sort of physical connection with my partner. And bad quality device used which often delayed. Plus correctional officers would connect me through late and only end up having a 10 minute call.

815. Occasional network failure and positioning of the laptop with poor lighting from overhead fluorescent tubes behind the inmate.

816. Occasionally the connection drops out but that is probably an unavoidable internet issue.

817. Occasionally the quality wasn’t good because of the network strength at longbay.

818. Officers are abrupt not all.

819. Officers are nosy need privacy.

820. Officers to be more helpful.

821. Often drops out if you can even connect to begin with very upsetting.

822. Often having difficulty hearing whilst conversing.

823. Often the calls drop out. Sometimes 3-4 times during the half hour.

824. On 2 occasions the connection was not clear. The picture was freezing and I couldn’t hear him talking clearly.

825. On 3 of my visits ive had technical issues, one lost the volume and i couldn’t hear anything and 2 of them disconnected 10 mins in and i couldn’t reconnect; but the officer did patch me through to a phone so i could continue my last 20 minutes even if i couldn’t see him on the screen. That was nice and greatly appreciated.

826. On my first visit, it was difficult to see the person, lens on the camera may have needed a clean, second visit was clearer.

827. On occasion some connecting problems - generally very good.

828. On one occasion vision of inmate was blurred and on another visit the audio was poor.

829. On the zoom app it keeps pausing and stopping.

830. On time seeing my loved one.

831. Once appointment made all good.

832. One 20 minute visit per week is not enough time. Also, the anxiety of potentially having any sort of technical glitch that may interfere with or cut short our 20 minutes visiting time.

833. One can’t feel and touch loved one.

834. One to one.

835. One to one connection.

836. Only 1 video call per visit, for eg, if another family member overseas wanted to do a video visit, they missed out bcos i got 1st preference over them, if i got the booking for say a saturday, the family should be able to get a visit for the sunday.

837. Only 1 visit for a big family is difficult.

838. Only 20 minutes long.

839. Only 25 minutes as opposed to a one hour visit. Also don’t like not having physical contact with loved one.

840. Only can do Saturday’s. Appointments book quickly and missed out one week.
841. Only getting 25mins and sometimes had to wait as they were not ready and didn’t extend visit time. Would like more then 1 per week.

842. Only half an hour

843. Only half hour once a week.

844. Only half hour visit

845. Only really having a 25 minute visit due to them checking I’d and everything in our visit times and also how the video visit isn’t as long as normal visits.

846. Only short visits

847. Only that we had to a zoom visit on tuesday and there was no suite available and he was outside in the cold. But still a great visit and he didn’t complain at all

848. Only the last two times, my phone wouldn’t connect straight away so we lost a few minutes. Everything else was great.

849. Only when my partner had to change rooms a couple of timed

850. Other family members not on the list cant get to talk to the inmate

851. Parklea bookings is a joke!!! You can be on the phone for 5-6 hrs waiting for 2-3 days just to get thru and it hangs up.. not impressed & time consuming just to make a visit ? C’mon, also the staff are very rude & not very helpful explaining the process, can’t answer simple questions or explain the process. Fix your bookings line, it was fkd before video visits and it’s even more fkd now! Not acceptable when we want to check and make sure our loved ones are okay it’s not reassuring.

852. Parklea did not answer after 1 hour holding

853. People are very very rude. Takes forever to book video visit at park Lea on hold for approx 2 hours first thing Monday morning just to tell you that there booked out

854. Perfect connection

855. Phone booking is almost impossible sometimes taking hours to get through. Video room is too crowded and difficult to talk/hear because of other callers’conversation

856. Phone reception was all blurred

857. Physical visit gets you to emotionally connect with your inmate video technology is for robot not humans especially when inmates are locked up in custody they are stressed they miss their family their home so having face to face connection is very important for their well being and having to connect through video is just not the right thing. With COVID we can respect and understand the reasons but this should not be a on going way to connect with family.

858. Physically catching up with family

859. Pixelated couldn’t see my son’s face clearly

860. Pixelated delayed voice, 20 minutes to short of time, noisy background hard to hear him he can’t hear us

861. Poor audio quality

862. Poor connection

863. Poor connection at times, unorganised, unclear picture, laggy

864. Poor connection sometimes

865. Poor connection sometimes and the short visiting time of 25 minutes.
866. Poor connection. Short visit time
867. Poor internet connection due to the MRRC correctional centre low quality internet (constant lagging). Time limited to only 20-30 mins. Whenever accidentally disconnected early, family unable to connect back to inmate resulting in shorter video visit. Physical visits are always better for supporting the mental well-being of families and inmates.
868. Poor quality sound
869. Poor reception
870. Poor reception at times.
871. Poor reception lots of background noise
872. Poor reception, audio lag, screen freezing
873. Prefer face to face contact with my love one
874. Prefer one on one but great to see brother every week
875. Prefer physical visits to return and the video always glitches and is distorted/delayed
876. Prefer to be able to spend time in person with loved one
877. Prefer visiting face to face visit, since we can not do that happy at least we can show the house and pet
878. Previously there had been a knock on the door to indicate the visit time was about to end, allowing for farewells; the most recent visit terminated without acknowledgement that it would do so.
879. Put us inhold for long time.
880. Quality of call was poor
881. Quality of video. Makes it harder and time seem longer
882. Really hard to book appointment. Have to wait on call for more than hour and then not given the booking instantly have to wait for a day one day before booking day to find out you have been given a slot that does not suit you as I am working. Staff very rude and needs to be retrained and process needs to be more easier specially through these tough times
883. Reception and tablets set up with top of head on inmate showing and inmate not hearing my voice and having to continue calling back and if allocated 8.45am the inmate was not bought in til 9am and should be able to chose afternoon not morning visits but they do it by time call in to book
884. Reception not always great and that you have to wait a good 5 minutes for inmate to arrive
885. Reception was crap. Could hear properly. Difficult to get appointment. Staff forgot to book it.
886. Reception was poor and audio was hard for the inmate to hear also was hard to get a booking as booking were taken early
887. Reception was poor, kept cutting in & out, or cutting me off.
888. Rely heavily on good internet.
889. restricted visitors when you have more than 4 living in your home
890. Restricted booking hours.
891. Saying goodbye..
892. Second visit that the tablet has gone flat again.
893. See my family member's face.
894. See them in virtual life instead of not seeing at all
895. Seeing him
896. Seeing loved one
897. Seeing my boyfriend every weekend
898. Seeing my brother
899. Seeing my brother regularly
900. Seeing my family looking good
901. Seeing my family member
902. Seeing my family members
903. Seeing my fiancee
904. Seeing my family and loved one
905. Seeing my husband
906. Seeing my husband looking healthy
907. Seeing my husband's face
908. Seeing my love one
909. Seeing my partner
910. Seeing my partner and him seeing me and his baby girl.
911. Seeing my partner and letting him see the kids as it's hard not having contact visits
912. Seeing my son being able to have the kids here to see him
913. Seeing My son.
914. Seeing the inmate in person is a completely different experience! Video visits are great and all but it is nothing compared to seeing them in person or hugging/kissing them.
915. Seeing them makes them miss home to much, face-to-face visits would be a lot better for there mental well-being
916. Seeing your family members
917. Seen loved ones
918. Seen my love one every week
919. Shit connection
920. Short
921. Short amount of time and inmate only gets 1 a week
922. Short compared to actual visit but under current restrictions it's a lot better than nothing at all.
923. Short duration
924. Short Length of Video Call
925. short time
926. Short time
927. Short time and not many times in a week
928. Short time, it is only 30 minutes
929. short visit time
930. Shortness of contact. No physical contact. Connection issues
931. Should go for more then 25 minutes
Showing visitor our pet and easy way of contact and friendly operators
Signed in at 850 for 9am visit inmate attended at 925 and was only allowed 10mins video call
Silverwater had very poor visual quality, extremely pixilated.
Simple and quick since we only get to call our loved one once a week. It would be much better if the calling time limit extend from 45 to 1 hour.
Slight technical issues on one occasion with the call not being answered on the other end. Partner said he could see the call on the screen but it wasn’t being answered. Issue wasn’t resolved until the end of the scheduled finish time of the visit. Only had a visit for 2 mins as another inmate was waiting for his call.
Some technical issues such as dropouts
Some times the audio and or video was not stable
Some times the connection is lagging and they freeze and lag
Some times the internet connection was not good and there was some lag. Mostly is is good experience.
Some times the quality of the call can be poor, or the webcam camera is of poor quality dirty hampering picture quality
Sometime my family had to go to another room for second visit instead of staying the same room for visit
Sometime the internet not good enough
Sometimes connection is lagging
Sometimes couldn’t get picture
Sometimes ends without warning and your unable to say goodbye
sometimes hard to get connected and the short time to talk
Sometimes I can’t see my partner clearly as he needs to lean into the screen and isn’t sitting up right so the lighting can interfere with the view
Sometimes is not good image from her
Sometimes it cutting out and correctional staff taking a long time to answer the call it took time out of my call
Sometimes it is hard for the inmate to hear much better now using earphones.
Sometimes it lags
Sometimes it says bandwidth is low and it lags, inmate gets very uncomfortable times having to sloouch
Sometimes it takes many calls to the correctional centre to get through, I didn’t know that booking online was an option, I’d like to try that in the future
Sometimes it took a while to connect losing 10 minutes of Video Link, being abruptly cut off. Just not the same as a face-to-face visit
Sometimes it was hard to hear due to other people also on zoom. Other than that it was fine.
Sometimes it was lagging during the video visit
Sometimes lasted less than half an hour plus actually contact visits last hour and a half
960. sometimes out of sinc when talking
961. Sometimes picture and sound distorted
962. Sometimes poor quality connections
963. Sometimes sound was not great
964. Sometimes system stuffs up, they are very short and picture quality isn’t great.
965. Sometimes technical issues
966. Sometimes technical troubles - more often our end. Frustrating.
967. Sometimes the connection isn’t the best or the camera isn’t working but can still hear them.
968. Sometimes the connection on the centres side is not very strong so quality is bad. Other than that great for the kids
969. Sometimes the connection pipelined or was sleo
970. Sometimes the connection was a little bit unreliable but otherwise it has been a good experience
971. Sometimes the connection was bad, video would freeze, 30 mins is short compared to regular visit
972. Sometimes the equipment doesn’t work properly so we can’t hear each other or the screen freezes. And the duration of calls seem too short. However we’re very grateful for the visits during this lockdown situation.
973. Sometimes the internet lags a little bit
974. Sometimes the internet would lag - but overall it went quite well.
975. Sometimes the light is dark so sometimes makes it hard for us to see his face but it’s great because 7 hours drive for me n our kids n 7 hours back would be hard at least we get to see him twice a week a couple more would be even better lol
976. Sometimes the link wasn’t available to click on so we had to copy and paste it which was hard for my elderly partner
977. Sometimes the picture is a bit dark thats about it
978. Sometimes the quality isn’t good but doesn’t happen often
979. Sometimes the service dropped out and was delayed
980. Sometimes the sounds or picture isn’t the best, we do miss in person visits but if there was an option to have both, that would be great.
981. Sometimes the video call would work and would be very glitchy and make it hard for me to see my boyfriend but other times I’ve had the best experiences
982. Sometimes there are other inmates having calls as well, and it’s really loud (not their fault) but I can’t hear my inmate ...
983. Sometimes there are problems hearing and since they changed it to a few having their visit at the same time it is too distracting for the inmate
984. Sometimes there are sound issue’s
985. Sometimes there have been technical issues that interrupted or prevented a visit. Obviously personal contact is better if it is possible.
986. Sometimes there is a fair bit of noise-talking in the background
987. sometimes there is a lot of background noise, I would prefer personal visits
but as she is so far away and now covid 19 prevents it then this is a good way of me
seeing her on a regular basis
988. Sometimes there is no picture and the time is not long enough
989. Sometimes there was a delay
990. Sometimes there was no vision or very out of focus.
991. Sometimes they forgot to bring the person in front of camera, so I had to
wait 15 minutes more
992. Sometimes video was lagging
993. Sometimes when a password or ID given doesn't work.
994. Somme times it dropped out and I had to reboot the programme to
reconnect. It's still impersonal and can't replace a Physical presence.
995. Sound cuts out every now and then
996. Sound cuts out throughout call and calls always get ended earlier than 45
minutes.
997. Sound quality
998. sound was not good
999. Staff where sometimes rude. Visits where way too short.
1000. Started late so time was cut short, AGAIN. The sound quality was poor. On
more than one occasion the video aspect hasn't worked for a period of time on both
ends.
1001. still getting used to the technology
1002. Stress caused by computer problems. The program will not load on my Apple
computer
1003. Stressful seeing them. The inmate said it disrupts their day which makes me
not want to do it
1004. Swap between Jabber & Zoom. But I prefer how comfortable my inmate is on
the zoom calls rather then the room the jabber calls are had. (At Silverwater)
1005. Technical errors, but that can't be helped!
1006. Technical faults
1007. Technical glitches/lagging
1008. Technical issues outside of our control can affect the visit. Also not long
enough compared to the time we would have had at a face to face visit
1009. Technical issues that takes up our visit time and we don't get it back
1010. Technology can be unpredictable at times, the length of the video visit could
be longer.
1011. Technology connection was really bad
1012. That can still see and talk to my love one.
1013. That I am not able to book a video visit on line, and it takes so very long on
the phone to try to get a booking.
1014. That i can feel in touch with my relative and i can spend 25 minutes with jim
1015. that i can not add multiple people to the call
1016. That i can only have 1 visit a weekend rather then a visit both days
1017. That I can't actually give my loved one a hug and see them face to face in
person
1018. That I can’t hug my loved one
1019. That I can’t look into my partners eyes or touch or kiss him it’s nice to see him but it hurts to not be able to touch him please consider re instating visits it’s the worst kind of pain in the world looking at the person you love but not being able to touch them
1020. That I can’t touch him and see him face to face.
1021. That I can’t x my man in person!
1022. That I couldn’t be woth my partner face to face to spend that 2 hours with him. The quality of the video the delay him not being there and the screws not knowing what to do
1023. That I couldn’t hug my love one but it’s better then nothing at all
1024. That I couldn’t physically be there with my partner
1025. That I couldn’t be there in person with him
1026. That I couldn’t hug my partner like normal, and we only get 25 minute calls were visits were normally 5 hours.
1027. That I couldn’t see them in person
1028. That I didn’t get to see him in person and how short the call was
1029. That I didn’t see my partner because of wrong timing N no one helped make it happen when I called an questioned it
1030. That I don’t get to see my partner in person, and that my partner the father of my children missed out on major milestones like my son walking and talking and my children are not very engaged in video calls because they are young and don’t like to sit, my partners mental health since contact has been stopped.
1031. That i got to see my son for the first since he was arrested and put in jail.
1032. That I had to phone the jail more than 200 times just to book a visit !
1033. That i had to say goodbye and there not long enough
1034. That I have no physical contact with my partner, I can’t Physically be there there for support such as hugging and kissing, that causes loss of connection and mental health orders are heightened
1035. That i haven’t been able to hug or kiss my partner. I haven’t been able to see him in person for 4 months.
1036. That I haven’t been able to see him or talk properly due to bad connection on the prisons end. And that I haven’t even been able to hug him since May and the contradictory regulations around covid in the prison. Give them their library back and don’t take them on a bus then not quarantine them again.
1037. That I sort of had to know which exact app to use
1038. That I was told I can’t show them anything or couldn’t move around the house and that I had to stay in one area
1039. That I’m not able to see my loved one in person. Still grateful for the video calls during this time.
that isn't not contact i would take contact visits over the video call anytime just so i can hug and kiss my loved one i dont mind travelling and going to the correctional centre if it means to have contact with my partner. i like the video visits over this hard times when we cant go see them in person but i feel video visits can be more stressful that normal contact visits but i am grateful to be able to see my partner via video visit but would rather contact visits come back so i can hug, kiss, hold hand with my partner

That it counts out when finished without warning , so you dont get to say goodbye.

That it didn't go longer

That it is only 25minutes

That it kept freezing had to keep calling back, i didnt like the inmate had to wait ages to go back

That it kept freezing stopping and that the inmate had to wait doe ages to go back

That it only goes for 25 mins although it is stated that it goes for 25 or even 20

That it only goes for 25mins if it were to go for 45mins - 1hr that’ll be great

That it replaced a real visit

That it wasn’t in person. Next best thing though considering circumstances.

That it wasn’t in person

That it’s not real life. It’s bullshit we can’t see our loved ones in person

That its not the same as contact visits and not being able to hug and kiss our loved ones. like imagine if you werent able to hug or kiss your kids, partner, perants having a contact visits is very important for us all in every way and mentally like just a hug is more than words can describe at the moment

That its so short.

That inmates have to wait 4 hours prior

That my children and I are unable to hug my partner, that it is only a 30 min visit. It takes hours to get through on the phone to book a visit and once you get through you will be lucky to get one as they are all booked out by Monday lunch time. That you can only call to book the visit on a Monday as I am a working parent who is unable to call on a Monday morning as I am at work.

That my son was in there in the first place

that out of 4 video visits i had the 3rd visit booked for the 10th of the 7th was cancelled without any explanation, I was on the connection for well over an hour having been given not only an email, reminder for the visit but also an sms phone reminder also, but left with no visit or explanation the person I spoke with to complain said he was seen being escorted to where he was getting the visit video from, So what happened and whom do In complain too?

That some correctional staff are not sure how to work the zoom software, which had shorten my visit with my loved one :-(

That the 1/2 hour is generally cut short.

that the inmate does not have ability to see themselves on a screen - very minor negative
1061. that the inmate was only allowed 1 per weekend and i live alone and felt like i was using up valued time which could have been spent with other family/friends
1062. That the time went too quickly
1063. That they are over very quick
1064. That they cut the call and half hour is too short.
1065. that they only go for 25 minutes and sometime get cut short
1066. That we can't touch them or see them in person
1067. that we not able to touch them and share a special time visit it is more personal to visit especially for children we miss that very much
1068. That we weren't notified before hand if we wanted someone else present we had to add them when making the booking
1069. That you are able to see your loved one it's still hard not to be able to give him a hug but to see him well puts my mind at rest
1070. The 1 hour wait on the phone and the lines being down
1071. The 1st few wks using jabba was awful- now using zoom and it works very well
1072. The access to all people around on my end that wasn't authorised
1073. The amount of time it takes to wait on hold to make the booking
1074. The amount of time that you get.
1075. The amount of time we get, we should be longer
1076. the angle of the tablet has camera at bad angle & cant be adjusted, not flattering
1077. The app that is used is difficult to get into and use.
1078. the audio is bad on their end, hard to hear who i visit with. sometimes the links are invalid. havent been able to see him in person for 4 months
1079. The audio is very hit and miss. Once the visit didn't happen because they couldn't hear me. Last Sunday they could hear me but I couldnt hear them.
1080. The audio throughout the video call kept cutting out and was hard to hear my partner talk and he couldn't hear me almost the whole video visit
1081. The back noise and video lag can be a problem
1082. The background noise is very loud, but I might try earphones next time.
1083. The background noise levels can be quite high which makes it hard to hear sometimes. Also, there are some issues with delay in video or sound quality depending on where the person is.
1084. The background noise of others when on their visits sometimes interferes and we cannot understand some of what he is saying. But we appreciate that it is probably unavoidable!
1085. The backwards sign covering the camera
1086. The booking process is unreliable. Bookings being double booked and not receiving email confirmations. Not having a choice of preferred time or day.
1087. The booking process try from 8:15 am to 1:30 and it’s booked out by the time you get thru we live in qld he’s in NSW jail so it’s not like we live down the road
1088. The bugs in the software ruined our visit.
1089. The call constantly dropped out, video was frozen and there was a very bad lag
1090. The call was too short.
1091. The call kept dropping out. We couldn't hear each other. Had to reconnect about 6 times. Most of the call was spent trying to get audio to work.
1092. The camera didn't work to show the person I was visiting.
1093. The camera is high, a bit difficult to see straight. Time is short 25 mins compare to normal visit time.
1094. The Cisco Jabber software.
1095. The connection and video quality is sometimes very poor.
1096. The connection for the first few minutes.
1097. The connection I found Jabber was better than Zoom.
1098. The connection is horrible on iPads, delayed and can hardly hear, he kept freezing and dropping out.
1099. The connection is not always the best.
1100. The connection isn't good at all.
1101. The connection lagged sometimes, the time it takes to connect into the visit. Not being able to hug your loved one in person.
1102. The connection on my last 2 visits was a bit laggy which makes it hard to have a conversation. Earlier calls didn't have this issue so it could be the wifi/internet is not so good in some locations. It could also be the app that was used, Jabber seems to be more stable than Zoom but this could have been because of the wifi and not an issue with the app.
1103. The connection some times mucks up and you can't hear or see the person for a bit but then does start working again.
1104. The connection was poor.
1105. The connection was very bad my end was good as I had done a few tests. The guards were very rude with no people skills and the booking process and trying to get basic information was very painful.
1106. The CONSTANT network and connection issues. It's very frustrating especially when you spend so much time on hold waiting to book the visit, the time arrives and the connection is very poor. The last 2 visits have dropped out completely in the first 10 mins and we were not even offered a make-up session.
1107. The correctional centre was late to connect the meeting but they didn't give us additional time to make up for it.
1108. The correctional officers always make the visit finish 4 minutes before the actual finish time.
1109. The delay in responding, dropping out.
1110. The duration of the call and it can not be compared interacting in person.
1111. The duration of the visit is very short. 45 minutes would be better...
1112. The end cutting off suddenly.
1113. The fact I can't have a proper conversation not cuddle them etc is bullcrap.
1114. The fact it is only 25 minutes a week.
1115. The fact my children were not able to see or touch there father I feel like it's a humans right to be able to see there loved ones every week.
The fact that I can’t hold his hand or get a hug. Nothing can ever replace that physical touch. Studies prove it increases immunity, assists with mental health and reduces anxiety as well as recidivism. I need to be able to have that face to face visit. But keep the Avl for when I can’t travel the 11 hour return trip. Given I have disabilities I can’t travel in one day and financially it’s not possible. BOTH are needed.

The fact that I couldn’t move around my house

The fact that I have a 1 year old daughter and she can’t even see her father. Screen is completely different to the real thing.

The fact that I never get the full 30 minutes I always get 20 mins and don’t get my 10 minutes back in the next video call.

The fact that I received an email from you stating a 30 minute visit and the guards cut it off after 20 mins, as you can appreciate this upset my partner which turned into a yelling debate between my partner and the guards, he than got put on a video visit ban over the incident, it’s not right to do that if it says 30 mins that’s what it should be!! The reception was also very poor quality almost every visit.

The fact the video visits aren’t long enough, they go way too quick.

The fact they are located in a box visit therefore it echoes and you can hear other inmates interacting with their families and conversations.

The first chat was using zoom not a good picture or sound. 2nd was with cisco jabber was excellent

the first didn’t work because of a faulty tablet at the facility. thankfully we were given a second opportunity the following day.

The first session, didn’t start til nearly 10 minutes had passed...!!, also the person was looking DOWN to the screen ... not face to face ...

The first time he couldn’t hear me

The Gards stand right behind the prisoner and talk to each other very rude and loud.

The guards take too long sometimes wasting my time with the iMate and the lackOfPrivacy and the device the use can be really bad quality And sometimes I can’t even see the inmate because the device is facing upTo the ceiling and they aren’t allowed to touch it to face them which I find ridiculous as I want to see them

The half half visit was often 5 minutes plus getting guards to come in and view id.. then cut of 5 minutes early...

The inmate should be able to have more then one visit a weekend. This makes it hard having to wait a fortnight.

The inmate was late limiting the visitation time

The intermittent connection sound popped in and out

The internet can play up at times.

The internet connection wasn’t great.

The introduction was a little frazzled as the video turned on but there was noone there to make contact with me and the people on the chat in the next room could here me saying hello and thought I was from the centre and i thought they were from the centre so we were communicating and getting very confused thinking the other was the centre.
Family Video Visit Survey Results

1136. The Jabber add through Chrome is problematic as CISCO is incompatible with later Mac OS (operating systems). I believe are IT concerns associated with system security and data breaches that are yet to be resolved. It was very frustrating not being able to get a visual link to the prisoner on both occasions my end using Jabber, particularly after taking a calculated risk, and really wanted to get a visual on the prisoner as I had concerns regarding their wellbeing after being transferred. Zoom works really well, but Jabber isn’t worth the time, effort, or energy of waiting for prolonged periods in the booking cue, and foregoing a longer phone visit.

1137. The kids aren’t as engaged with their dad because there only seeing him.on the screen. It’s not keeping their bond strong like it should be. It’s alot better to see him in person especially for the kids.

1138. The kids just want to hug their dad
1139. The kids miss cuddles and physical contact with their Dad
1140. The kids not being able to cuddle there dad
1141. The lag and freezing of the screen during the call
1142. The last video call was with zoom. It was really bad quality compared to the previous calls and really wasn’t a good experience. The worst part is that it was the inmates birthday and we didn’t have a very good time compared to other calls
1143. The last visit was via zoom. Where it has been pleasant on occasion to see his face closer up than on the typical AVL, there were no no headphones for a portion of the visit. I had trouble hearing the staff member at the beginning of the visit, the audio was mostly scrambled and the visual kept freezing. When the headphones became available for a time all I could see was a close up of his finger on the screen. A decent part of the visit was spent with with me saying I cannot hear you.

1144. the length
1145. The length of the code you have to type in on a mobile device to be connected.
1146. The length of the visit, I do wish the visit was 45 minutes to an hour long. Especially since I have not been able to see my brother since before his arrest due to covid restrictions/suspension and this is his first time being incarcerated has made it hard being his older sister.

1147. The length of time
1148. The length of time ... 20 minutes just goes so fast but also being able to physically see him
1149. The length of time and Not being able to physically see the person
1150. The length of time could be longer if possible 25 minutes passes very quickly.
1151. The length of time, a 30 min- on hour call would be better
1152. The lighting in the room was faulty so could not see the inmate properly
1153. The limited angle of my loved one. Not flattering
The limited duration, the impersonal feeling of visiting via AVL. Correctional staff are not always very skilled with zoom and I’ve had to wait in the waiting room for an extended time before, as well as having another random person join the meeting and not being able to visit my loved one until that person was removed from the meeting. The calls are also sometimes poor due to reception, and the sound and video quality is low. I am not able to hug or really check in on the welfare of my loved one. The video calls are recorded and so personal conversations are quite restricted.

The lines cut out quiet regularly which in a few cases has caused me to miss seeing my partner.

The links don’t always work and I would rather see my partner.

The only thing is that we never know in advance who is going to be at home for the day of the visit and their names have to be given in advance.

The particular software/app is not overly user friendly.

The personal face to face interaction isn’t there. Physical visits are definitely the best, video meetings are only absolute worst case scenario option.

The problem mentioned above in question 11.

The quality isn’t great, cuts out a lot,

The quality of the line is not always great and there is often a lot of background noise but otherwise it’s good.

The quality of the picture was a bit off (froze from time to time) however the audio was very good.

The quality of the recent video calls have been very poor, both video and audio. It’s been very hard to have a conversation and very frustrating for everyone involved.

The quality of the video call and not being able to pick our own time.

The quality of the video was terrible the last time I had one, and my daughter missing contact bonding with her father.

The quality of the video, but it must be because I live on the other side of the planet.

The reception in the jail is poor causing issues when on the visit eg video freezes and cuts out.

The reception sometimes makes it blurry.

The reception sometimes was bad and only went for 20 minutes.

The screen and sound keeps on freezing.

The screen kept freezing and sound was not always connecting. Service issues on the correctional side.

The second visit was difficult to hear as you could hear the other inmate talking on his visit it was distracting.

The set up by the officers always takes a long time.

The short amount of time.

The short duration but its better than nothing so thank you all for considering.
this concept
1180. the short time available- maybe around 50 minutes would be great.
1181. The short timeframe the visit should be as long as the in person visit
1182. The shortness of visit, it would be good if there was the option to have an
hour visit, particularly when there is more than one family member attending. Also
there is no option for other parties to join from other devices as is common in Zoom
meetings
1183. The software “Cisco” had many issues
1184. The software only works on our phones so the screen is too small
1185. The sound quality isn't the best, otherwise it works well
1186. The sound didn’t work properly but that’s because it went through my
phone
1187. The sound is not good. Not seeing him in person is very sad. Not giving him a
hug is not good either.
1188. The sound is very sketchy.
1189. The starting time is never on time always at least 5 or so minutes late
1190. The technology used at the centre was not good and inmate couldn’t hear
half of what we said and the place of his visit was hard to see due to sun and you
don’t get to see them face to face but it was great for travel as we drive hours to
have a quick hour visit
1191. The technology works very well.....
1192. The time frame is to short
1193. The time frame. The fact that you cant hug them. Would rather travel and
send the 2 hours side by side
1194. The time goes very fast
1195. The time is fixed. It should be every day, not just weekends.
1196. The time is to short. But I still loved it
1197. The time is too short
1198. The time is too short and before anything is said you have to hang up as
time is over also the link sometimes doesn’t work and the staff aren’t helpful
1199. The time it takes to do id check and it cuts into the visit time which is only 30
minutes
1200. the time limit for the call
1201. The time limit of 25 mins. Should be longer in duration
1202. The time of the visit is it’s a little too short.
1203. The time on video call is too short we barely can talk much compared to
visiting face to face
1204. The time slot
1205. The time was not long enough
1206. The time you get and it’s not the same as actually visiting them
1207. The video call is a little laggy!
1208. The video call was very pixilated majority of the call
1209. The video cut out allot. It’s hard to really connect with my partner without
being about to touch him. Officers weren’t very understanding
1210. The video isn’t the same as seeing person face to face being not able to touch someone made it really hard
1211. The video kept freezing and the sound was delayed.
1212. The video lagged terribly and very hard to communicate. The voice was all broken, video freezing, ended up having to communicate by inmate writing notes and holding up to the screen. The quality is better first thing in the morning than at lunchtime. It is still a very valuable service and I’m grateful even though it’s difficult. So thank you.
1213. the video link is slow at times and it would be good to have the device set higher so that we get a normal view of the face.
1214. The video visit kept freezing and had a lot of static in it. The video blacked out throughout the video visit
1215. The video visit was great through the Jabber Guest app however when the Correctional Centre changed it to zoom, I couldn’t hear, the link wasn’t working, the officer tried to call me but they couldn’t fix the link, then there was no extra time given. We spent the visit repeating ourselves because we couldn’t hear each other. We had 1 visit with Jabber and as I said it was great then the next video visit was via zoom and have no had another visit because it was not worth it. My last video visit was April and it’s not July. So disappointed in the change of the software
1216. The video visits are far too short and caused more angst than what it was worth.
1217. The video visits have filled a void during the pandemic and on a personal basis, I have been very, very grateful for them. What has been a very lonely time, has become a little more bearable and I’m sure they would fill a gap on a long term basis for those loved ones that are unable to visit on a regular basis during normal times. For those that are infirmed, live at a long distance from the correctional facility where the inmate is situated, or are financially unable to visit on a regular basis, I believe they would be invaluable. However, the video visits could never replace the ability to be face to face with a loved one, talk privately and just be able to receive a reassuring hug. I think that would be applicable to both the inmate and the visitor/loved ones. I know it certainly appertains in my situation.
1218. The video visits seems to run efficiently most times. Sometimes we get the wrap up signal earlier than others and still have time on the clock, but we have to finish.
1219. the visit goes to fast
1220. The visit is only for 20 minutes need more time
1221. The visit only goes for 25 minutes, which is a lot shorter than a physical visit. I don't believe 1 video call per week is enough in the current circumstances. Using ZOOM the video is delayed, pixelated and sound isn't great. I get 1 warning for the remaining 5 minutes and then the call is cut. I think there could be a lot of improvement in these areas.
1222. The visit only last for 30 mins once a week not enough time to talk.
1223. the visit seemed to go way too quickly
1224. The visit time is very short. 20 minutes just isn't long enough
1225. The visits are too short
1226. The visits were too short
1227. The volume and signal at the correton centre was not working 100%
1228. the wait time sometimes
1229. The waiting to be connected to the facility and the length of time it takes for inmate to be allocated a video booth. This east into your time with no extra time given to compensate late of time wasted.
1230. The way correctional staff talk to inmates
1231. The zoom connection could of been better but the jabber one is great
1232. The zoom video is not clear enough
1233. There have been a couple of times where it took longer to connect and so less time to share with my son. I appreciate there is a busy schedule and trying to ensure everyone gets to experience their video link is quite demanding I'm sure. I think making sure all staff members have the regular training needed to ensure quick and efficient connection makes all the difference for the experience with a loved one.
1234. There is a reflection on the perspex in front of the screen which reflects a picture of my back at the screen so I can see me superimposed over my brother and most times the screen is dirty and the spots show on his face which makes it slightly blurry. However Just Connect visits are much better than the Zoom visits because the angle of the screen isn't set up right so he had to either stand up or crouch on the chair to be able to see his face on the screen even then sometimes it was just half his face as the seat is set up for the centre of the screen and tablets have the camera at the side. Also it is sometimes difficult to hear what is being said as the microphone is in the stand and there is a lag between video and audio so you have to wait for the sound to catch up and him to respond before you can say anything else. It makes for a very disjointed conversation. This is just on the Zoom visits not on the Just Connect visits. I must say Just Connect is 100% better than the Zoom visit system.
1235. There is no answer to this question. When they see a family member, it not only encourages them, it lifts our spirits and support.
1236. There is no aspect that I do not like it is very easy and enables me to visit with my brother considering I live in the UK
1237. There is no didn't, when you see them then that is gratifying.
1238. There is nothing bad to say about video visits. We only have to congratulate the work of everyone who serves us, from scheduling to the police officer who receives us in the videos. Thank you.
1239. There is nothing I didn’t like
1240. There is nothing to report the video visit was clear in hearing and visual
1241. There not long enough
1242. There should be a 5 minute warning prior to ending the visit.
1243. There was nothing i didn't like .Helpful staff and easy .
1244. There was nothing I didn't like about the visit
1245. There was nothing I didn’t like
1246. There was nothing that I did not like about my video visits.
1247. There was one thing in a video visit is that I couldn’t hear anything but he could hear me I couldn’t hear him
1248. There wasn’t anything
There wasn’t anything to dislike

There wasn’t anything

There wasn’t anything I didn’t like

There were delays in connections and you really notice how much your friend is craving personal contact

There were issues with hearing the inmate, although unsure if that was related to software or other issues

There’s nothing I don’t like about video visits. I look forward to all of them and it’s so easy and staff are lovely. My Son and I both get so much joy out of them. I even have an alarm set on my phone for 4.15 pm every Sunday so I go straight in and send my video request email so I never miss out on an appointment! It’s so great cause I’m too far away to visit.

There’s nothing I don’t like about a video visit.

These video calls are the only way I can see my family member is okay, he was incarcerated on May 17th 2020 just days before lockdown. The Video calls are longer than a phone call, but still recorded and watched so no privacy at all.

They are far away from the camera

They are not long enough and cannot physically touch my husband.

They are not long enough and not enough information is provided. I don’t know if I can show him the house, etc. which makes the experience stressful as I want to follow the procedures

They are not long enough half hour is not long enough to have a good visit and nothing like a face to face

They are not long enough. 25 minutes a week to see your family is not good enough.

They are short in time

They are to short if they were longer it would be more enjoyable

They aren’t long enough, and only one available per week

They aren’t long enough & sometimes they cut in and out

They didn’t go for long enough

They don’t go for long enough

They go so fast

They need to bring contact visits back it’s so much harder on your emotions and the inmates

They only go for 25 minutes

They were a bit short

They’re too short the picture is fuzzy in all apps used and they freeze in and out over all quality is horrible my two year old doesn’t like sitting still on a phone to see his father

This interaction with your loved ones is near impossible to keep a personal connection with. Even though you see their face it feels like a distant phone call. Personal interactions are so important for rehabilitation inmates. I have personally felt a loss of connection with my partner, so I couldn’t imagine what I would be like for young families to stay together and show continues support through a digit link. Social interaction is so needed for personal growth and help rehabilitate inmates back in to society
This is a technical thing but you cannot download jabber guest on Mac computers without using the link sent via email which isn’t valid till time of call so have had to use phone which is kit ideal when multiple people visit.

This last one I had a black screen so I couldn’t see him, but he could see me so we coped.

Thursday visits with zoom don’t work to good

Time allocated

Time delay when talking. Can’t hear very well

Time frame

Time goes so quickly

time goes too fast

Time is too short

Time is too short, would prefer longer visits

time limit. connection not being able to know whats going on until last minute.

Time of 25min needs to be extended

Time ran out but realised many people want to access the video visit

Time wasted for hook up

Time- would be nice to have more then 30 minutes.

Time, only 30 minutes visit and even better some places is less than that. It should be the same time is given not different place, different time.

Timings

To choose a day and time more suitable

To see how they are holding up on the in side

To see my daughters face & share a laugh

To see my family member and hear his boice

To see my husband

To short

To short

To short not long enough

Too few visits...if can visits more than before is better

Too impersonal / technology not always reliable / sound & video not always good.....

Too much time showing ID

too short

Too short

Too short - by the time they ID you and bring them in, they always finish ahead of schedule so you only get 15 mins with your loved one

Too short , should be longer

Too short and can’t rely on technology when the calls drop out

Too short and I work every Saturday so I can’t video visit

too short and not frequent enough. I understand there are alot of inmates and everyone deserves a video link, but maybe during week. Only x amount of spots and you have to be early to get time etc.
too short in length
Too short of a timeframe
Too short, 30mins call travels to fast
Too short, extremely impersonal, no physical presence or connection
Too short. In person visit are 1 hour
Too short. Not given enough time like a physical visit
Too technical
Trying to use the audio feature
Twenty minutes is not long enough especially if the visit starts a couple of minutes late. The vision is sometimes a little blurred.
Two people on visit but can only use one device.
Umm little time a bit more would be great
Unable to access video via Jabber with mac os, so after speaking with JUST CONNECT support, used phone instead
Unable to physically touch partner
Unable to touch as you can in a normal on site visit
Unable to touch. Restrictions not at contact visits
Unfortunately my camera wasn’t working and I could only see my family member, but they couldn’t see me.
Unfortunately the time is short and the number of speakers with the prisoner is few..
Unlike normal visit, you aren’t able to embrace or merely hold one another’s hand. However I am still grateful to still see my loved one
Very glitchy at times. No privacy as it was conducted in the office area. Some times my preferred time was not available
Very impersonal
Very laggy, zoom is ridiculous
Very limited view of my relative. Definitely not the same as visiting in person
Very nice to be able to see my husband without driving the 9+ hours to the correction centre.
Very noisy background
very personal
Very short and his never brought in on time so we miss half the visit anyway
very short time
Very short time frame, mostly goes for 15-20 min and its not enough at all, wish it was an hr at least. Very hard in this situation and 15min is not enough, please make it longer if possible, however nothing can be the same as face to face visit
Very short visit
very short, poor connection, face to face visits are much better because video visits is not a good for children at all
Very short. We need a louder warning that the video is about to end soon.
Video call didn’t go long enough compared to visiting the correctional centre that is 30mins versus 1.5 hours
1341. Video call time is a bit short
1342. Video does not work on mac, can’t see them. only works on mobile
1343. Video dropped out once can’t hug or kiss loved one
1344. Video visit a little bit short time
1345. Video visit should be an option for families not the only way to visit the loved one.
1346. Video visit was scheduled for 1pm however did not start until 1.25pm. Sat there staring at a blank screen wondering if the visit was going to go ahead. As it was the first time I had organised a video visit it was a little worrying not knowing if the visit was going to go ahead. I wasn’t sure how long I should wait. It might be an idea to let the family members know that the video visit may fall within a certain time range and there may be a delay of up to 30 mins???
1347. Video visit was to short
1348. Video visits are much shorter visits but better then no visit
1349. Video visits were ok at the beginning to show things we wouldn’t normally be able to show inmates especially ones doing a long time in custody like my husband, but nothing can compare to holding and hugging your loved one. Physical visits are important for the inmates psychological state and they are very important for us out here also. Not having visits for so long has taken a massive toll on our marriage and mental state. They need to be re instated as soon as it is safe to do so.
1350. Video was pixilated the whole visit so was quite frustrating
1351. Video would freeze regularly
1352. visit is too short
1353. Visit not long enough
1354. Visit should be a little longer or able to book more per week.
1355. Visit too short but understandable
1356. Visiting hours are too short
1357. Visiting time is too short, the way that the iPad sitting is too low.
1358. Visits are too short
1359. Visits aren’t long enough
1360. Visits aren’t long enough poor quality and can’t hear properly
1361. Visits need to be longer
1362. Visits only go for 30mins
1363. Visits via Zoom with son using tablet have lagging problem. Prefer AVL visits which are perfect.
1364. Visting in the comfort of our own home
1365. Waiting for someone to answer the phone when making a booking
1366. Waiting for video to connect and losing a few minutes to speak to loved one
1367. Waiting time for correctional centre on day of video call
1368. Was 15minutes late so only got to talk for 15minutes and couldn’t really hear
1369. Was able to do it from home
1370. Was all good. A couple of mishaps but happy
1371. Was difficult to make the booking / confirm the appointment. The booking system really needs to move online as well.
1372. Was noisy whilst other visits. But helped with private room or headphones for inmate
1373. Was really clear and voice control was so good
1374. Was Short 25 Minutes but all Good
1375. Wasn’t contact or as close
1376. Wasn’t able to hug my dad
1377. Wasn’t long enough
1378. Wasn’t long enough for the children
1379. Way too short. 25 minutes is not enough by the time you show your ID or wait for the link to be activated. Physical visits are 2 hours. This maybe to long for a zoom visit but an hour would be much better value for both parties
1380. We are international and are grateful for the opportunity and facilitaty
1381. We didn’t have a negative experience
1382. We got told we had 5 minutes left then the phone cut out within a minute
1383. We had 1 visit via zoom which we had a lot of difficulty with the sound connection
1384. We had difficulty hearing him as he was close to others doing a visit too. Other than that, it was a good idea.
1385. We had zoom, was very bad connection. Very hard to understand each other, I have used Jabba as well this works so well, wish I could use it all the time.
1386. We have had 2 now that we had problems with and when I’ve call The correctional Centre they just said Badluck
1387. We have had no issues. Maybe not long enough
1388. We have loved each one as we were in contact with inmates all over NSW as honorary chaplains. I waited 1 1/2 hours on the visits line for Long Bay Hospital to hear a human voice and book a visit. Waiting times for other centers have not been too long at all. We found speaking with a girl at Emu Plains very difficult indeed as there were three or four other devices in the same room with other people talking and children. She was in the Jacaranda section of the prison. Also, it was difficult to hear and respond with another inmate at MSPC Long Bay. Otherwise, we are delighted to make contact this way, so we hope it remains.
1389. We would like more time for a visit
1390. Weekdays I work and only morning appointments were available, but the earliest was 8am, which is when I need to be at work. So after that I had to go with weekend visits. The Jabber one was much clearer, the zoom session quality was not as good.
1391. Well done
1392. When at parklea it’s almost imputing get thru Have waited over an hour only to have it drop out Have frequently been on phone waiting over an hour
1393. When I’m looking at my son I’m looking up his nose and looking at the lights on the roof the computer is too low I would like to look at him face on because I can’t see him face to face
When it did not work
When it ended but I understand that other families need to see their loved ones too.
When it was time to say bye
When on the video link one with the camera through the screen the camera keep falling and I could see him probably, but there than that it was an enjoyable experience
When the family member that I was on a video visit was in loud surroundings it was very hard For us to hear each other at times when we were speaking way to much background noise
When told not to move around showing them things in house or outside when clearly if it disconnect it’s our fault but it’s nice to show them things at home that they normally couldn’t see as long as it’s nothing illegal it should be allowed also if they were going to continue would be nice if little longer visit .
While it’s really good, it can’t replace seeing the someone in person
Whilst COVID I understand and the reason for this approach. This would only be ideal for me for the weekends I could not travel to see my son. The personal visits allow for so much more, face to face, the hugs. To help my son and myself through this, the visits have been what mattered. What my son has done, has broken me and I will never understand his decisions that have led to this, however I am his mum and I feel I have had a part in this and need to continue to support him through this process, the personal visits are helping him heal and myself. I welcome the day for this to happen again, this has been a hard experience, not being able to see a loved one and has a significant impact on your health.
Whilst it is good it still does not compare with the earlier contact visits
Wi-Fi connection
Wish it was a bit longer.
Wish it was longer
Wish it went longer
Wish that it worked from the start took twenty five minutes to get it all to work
Wish the inmates could have 2 per week
Wish they could have contact visits..
Wish we could have longer time but it was still good
With seeing my son for me everything is perfect
With u only been allowed 20 mins and no more than 2 bookings a week it’s hard for everyone to get a chance to talk
Worried if someone in my house wanted to say hello incase video got disconnected
Would be great if the tablet will stand and not laying on the desk, the the fifth of six parts of the picture is ceiling and just one of the six part is the face.
Would be great to have a little longer if possible
Would like a longer visit
Would like a longer visit
Would like longer than 25 minutes
Would rather go in person
1420. Yes
1421. You are denying me and my children from any kind of human affection from the man we love the most. It’s almost in-humane
1422. You can only have 1 video call to them, they should be able to have another one it’s a free slot. On the Friday give an extra 10 minutes for people to ring up bookings line to see if they are able to get the extra visit
1423. you can’t touch
1424. You can’t choose what day or what time you would like your visit and you can’t have a visit on the Saturday and Sunday your only allowed 1 day
1425. You can’t see the person in real life or touch them.
1426. You cannot see your loved one in person
1427. You could see your loved one and no that they r ok
1428. You get a 5 minute warning but they always cut you off mod sentance before the time is up. Very hard to hear him also
1429. You never let us have the full 30 minutes always 20
1430. Your desperate to talk to them so really you will Except anything
1431. Your not able to hug or kiss them
1432. Zoom (tablet visits) are too loud, laggy and interrupted too frequently. Visits face to face used to go for an hour and the new visits go for 20 minutes. They are not much better for inmates or family members than their phone calls.
1433. Zoom apps is unreliable few times i can’t connect its almost finished and few minutes left before I see my loved one.
1434. Zoom calls cut out and poor reception sometimes, but you get that with any technology.
1435. Zoom is hopeless. Jabber is much clearer
1436. Zoom visits are hard to hear but jabber guest was easier
1437. Zoom visits are poor quality
1438. Zoom was not very successful, poor audio/visual, Jabber has proved to be excellent
Appendix 7 - Actual Responses - Comments, Suggestions and Feedback to improve Family Video Visits

Note - Comments such as “Nil” “No comment”, NA or – have been removed. No comment has been altered or corrected.

1. 1 visit 40 minute long instead of book for 2 visit

2. 1. I think the preferred time should be available (first in best dressed) when you phone to make the booking; when the inmate works Saturday morning and I phone and cannot make an afternoon booking and have to ring back it is annoying when I have waited on hold for 45 minutes at times. (It is getting better) The booking office says they have been instructed to fill the morning visits first but he works and cannot have a morning visit. Also 7am Sunday morning is not user friendly.  
2. I would like to be able to make a booking for my daughter who works and cannot spend the required amount of time waiting online to make the booking.  
3. re 15. If and when physical visiting returns I would try and get to Sydney occasionally but it is expensive and difficult for me.

3. 1. I was unaware that visits could be booked online. This would be an excellent feature if available to all visitors.  
2. Sometimes the personnel assisting the inmates to connect are not well versed in the technology. I am sure the guards would appreciate a session in which they are all taught how to set up the tablets and headphones efficiently to ensure a problem-free visit.

4. 1. length of visit (45mins to one hour would be great)  
2. option for inmate to have the call in AVL section (therefore quieter and less distracting)  
3. most importantly provide the link to more than one caller...an option that can be looked into using Zoom and or Cisco software. difficult to apply social distancing and remain at home (when stay at home orders where in place) when only one link is provided for four visitors.

5. 1. Video visits should be longer than 25 minutes.  
2. Correctional officers in charge during video visit should allow inmate to finish at the exact finish time rather than making them finish up minutes before.  
3. Should allow more than one visit during the week.  
4. Make sure inmates are on time for there video link because I’ve had a couple times now where they were late which made the video visit shorter.

6. 2.30 on hold then not avail till following week. We lost 2x2 hrs physical visits for on 25 min vid call every 14 days. Not happy n the way guards treat us on visits think they will milk the covid until they can’t any longer or inmates act up n make this media aware. Not good enough !!!
7. 20 minutes not enough please extend to 45 minutes
   Sometimes it’s noisy in the background
   Thanks for the service

8. 30mins or more for a video visit would be better

9. A bit longer please

10. A bit more time

11. A brilliant intervention for families to connect with their loved ones Thankyou so very
    much please keep it available for families and inmates

12. A good experience overall.

13. A little more time would be great and also the ability to purchase something like an
    ice cream for the inmate at the time of booking so they can also have that treat that
    they would get if you were to visit in person. Not necessary, but would just be nice.

14. A longer length of time and maybe allowing at least two or more visits over the
    weekend by two or more different callers

15. A longer video visit would be quite good eg 45 mins or an hour; In future I may
    make an occasional face to face visit if that opens up again but I can make more
    frequent video ones which is much better, much easier and less time consuming. The
    inmate’s wife has no access to the technology to do this though and needs help (lives
    a long way from me so I cant solve the issues for her) - it’s a shame, and no
    doubt this applies to other people who simply dont have the IT they need. Some
    support to them to enable them to have this access would be good - they should not
    be punished because they are poor and they did nothing wrong.

16. A longer visit would be nice but I realise that by having them for half an hour, allows
    more people to have visits and I know I would rather have a 30 minute visit than to
    miss out because visits were longer and therefore less spaces available. Only
    suggestion would be to make sure the screen is clean, I understand why the TV
    needs to be protected by the perspex screen but the reflection isn’t good. I am
    happy to be able to see him and it helps with his morale as well.

    Thanks

17. A phone nearby so that after 5 minutes an inmate can call the visitor to see if there is
    a problem, a few times both parties are waiting for the other to join and the visit is
    lost due to connection problems

18. A video visit is so much easier than going to the correctional centre

19. A visit time extension would be good.
    45-60mins although we are very grateful for what you are accomodating so far.
    Thank You

20. A) You need to move the camera to FACE the person, so that they are NOT looking
    down...
    B) Start on time

21. Absolutely love the feature. Please keep it as I live so far away from my brother. I
    really appreciate it as I don’t get to see him often. The staff on the phone are always
    lovely.

22. add multiple participants to the call
23. After a few teething problems in the beginning it now works very well. We are very happy to use this facility to retain contact with our family member as we have health issues which makes traveling from our home in Tasmania impossible.

24. All extremely satisfactory and staff are helpful and polite

25. All good

26. All good

27. All good and I certainly hope that this video visit will be a permanent option.

28. All good so far.

29. All good.

30. All inmates should be able to get at least 1 AVL visit a week

31. All inmates should be granted at least two AVL visits regardless of section/pod quota being reached, so that family and loved ones can see their loved one.

32. All the staff are so helpful and I was very satisfied with everything.

33. All visits I had I was satisfied as there was no complications and very easy process but I wish I could do visits in person and I appreciated one time it was my daughter’s birthday and the officer on duty that day allowed my brother and my family a little extra 10 mins to sing happy birthday with my brother watching from visit so that I appreciated

34. Allow a different booking system at Goulburn. It so hard to get through with the restricted time frames they allow.

35. Allow a warning time before call is disconnected.

36. Allow evening and longer or more visits

37. Allow for longer visits or at least allow the full 45 minutes

38. Allow longer visit times, 25 mins is not long enough at all.

39. Allow mid-week video visits and allowing more than one call a week so other family and friends could have a visit

40. Allow more than 4 family members as we have more than 4 so we have to leave someone out everytime

41. Allow more time for connecting and extend the call if it was connected later and wasn’t the visitor’s fault. Extend calls to 1hr or give an option to choose between 30 min and 1 hr

42. allow more video calls as only 1 per weekend was allowed.

43. Allow people to choose a time and don’t double book tell people if the inmate already has bookings rather than lead everyone who calls to believe they are booked in .... be honest thats it and show respect

44. Allow people to wear clothing of their choice within reason obviously not lingerie but if someone is wearing a half shirt dont tell them to cover up when they are in their own home and not offending anyone and allow people to take photos with their loved ones as some kids wont ever get a photo with their loved one until they are 14 years old and are only little kids allow them to have some photos they can cherish while their loved one is incarcerated the kids suffer from having parents in Gaol and a little bit of leniency wont hurt anyone.

45. Allow video visits on Saturday and Sunday for the same inmate with a different visitor. Otherwise to share you have to wait for a fortnight or longer.
46. Allowing other people in my house to be involved in the video conversation so that the inmates can see some other familiar faces and how children are growing.

47. Allowing us to nominate day and times.

48. Although it is lovely to see your love one by video, it is not the same as seeing them in person. Being able to give them a hug and have a private personal conversation with them.

49. Although video visits are better then no visits. I would prefer to support my partner face to face at Dawn de Laos. Even having to drive 3 hours round trip it is our preferred contact as it offers my partner better support.

50. Amazing keep up the good work, wonderful very helpful

51. An online booking system. The wait on the phone lines can be very difficult as I am working & can’t sit on hold for long periods of time.

52. Answering the phone not taking 45 minutes to get through

53. Apart from it being a bit noisy at times it was all good

54. Appointments should be allowed to be made for following week if we miss out that week as its very long wait in queue and bookings usually full by Monday midday and very hard to get through

55. Appreciate the guards patience when we are all gathering and trying to log in beforehand. We don’t use it every day and sometimes get lost logging in.

56. Appreciate the opportunity to still being able to have a visit. Nothing like face to face but it means so much to be able to see and hear them. Thank you for all you have done.

57. Appreciate the option for video visits as it is quite far to travel and to visit our loved one. Also appreciate this option as it is good for the inmates and families mental health. Also if I could add a suggestion for emails to be sent and received by the inmate.

58. Appreciated for your video visit help, thank you, god bless you.

59. As a software engineer and founder of Evosys, I would welcome working with DOJ to design the technology stack and develop the online booking system.

60. As a visitor from overseas it would make such a difference to me and a lot of families living overseas if the video calls were made a permanent. Thank you.

61. As for improvements I would personally prefer a longer duration of time for video call visitations. However, I do understand so it could be fair for others that is why video call visitations are 25 minutes only.

62. As grandparents this provides us with exceptional visitation experience without the stress and expense of accommodation that would involve us driving to the centre. This service enables more frequent visits for us. Would be very happy for this service to continue.

63. As I’m 6 months pregnant I’m dying to see my husband before I give birth! My children miss there dad and want to hug and kiss him enough is enough it’s mentally wearing my family thin. Please please open visits

64. As inmates move from place to place it allows me to be in contact anywhere in the state - thank you for this service.
65. As my son has now moved to a jail which is a 5 hrs drive from my home it will make it almost impossible to do face to face visits when they return, our only options is to have video calls, previously it was extremely difficult to get more than one call and 30 mins is sometimes not long enough.

66. As Wellington is so far away we cant visit every fortnight like we used too, before inmate was transferred there, so these calls are a great option that will be sorely missed if stopped

67. At 1st only 15mins now 25mins- could be longer

68. At least half and clear view of inmate, able to use zoom. Not waiting for inmate for longer period

69. At least have them in on time so we don't miss out on time seeing our LO. Communication if systems are down not wait for us to call when they know there's been issues all day. Would love to take some sort of "family photo" while CO are not in view seeing as we can't come in and have a picture taken which we can do at some facilities.

70. At the moment I am satisfied with the service that is provided, thank you.

71. At times the phone line drops out, end up at someone's mail box. The waiting time has improved. I have waited from 15mins to 2hrs. 2hrs was ridiculous. These visits are really convenient especially for country visits.

72. audio needs to be better on their end. Links need to be valid that are given

73. Availability for video visits and time waiting to book the visit...more staff needed to answer calls...waiting time can be about an hour at times which is unsatisfactory if at work or in general...and if you call on a Wednesday morning video calls are generally booked out and are booked for the following week.

74. Available more than one day a week as I often work Saturday's. Available Between 6pm and 8pm each day would be good for kids who have parent in jail.... Thank you also for having the video option available! Much appreciated and I hope it continues

75. Be able to book a Video visit at anytime after initial booking.

76. Be able to have more family in the video visits, especially elderly, children and close family members without the hassle of having I.D.

77. be entitled to more video visits for longer

78. Being back personal visits. Video visits are not personal and they are not long enough

79. Being able to add a visitor to the booking at a later date

80. Being able to download jabber guest prior to call. This cannot be done on Any device other than phone or iPad. Mac and windows don’t let you without a valid link.

81. Being able to show photos to share

82. Being advised of rules prior to allocated time. Officers have always friendly. Video link often cancels before the 1/2 hour is up. Would like to see hour video links.

83. Besides the long wait to get a booking the facility works very well.....

84. Better camera angles and ability to be able to walk around and show inmates our environment.

85. Better connection

86. Better connection and longer times
87. Better connection and privacy for the inmate. Audio feedback is terrible. Can hear other inmates and terrible connection at times.

88. Better connection as it freezes a lot and I have to keep calling back and the speakers sometimes don't work on his end. I would much prefer an actual face to face visit but if I can't this is fine

89. Better connection at Cessnock

90. Better connection, faster internet, maybe use better software like Zoom.

91. Better connection, privacy. Video calls should not be recorded

92. Better connectivity and more than one visit per weekend per inmate

93. Better information on how to set up app on device. Visits should be 30 min. More regular updates on how many visits allowed rather than info from inmate. Im very appreciate that these visits are made possible as it reassures their family. I dont believe it should replace in person visits but rather optional as their is not the physical contact. For elderly family members making a lengthy full day visit the AVL are somewhat beneficial.

94. Better organised booking system

95. Better Reception (wifi connection)

96. Better technology being iPads and headphones to allow to be heard and those for hard of hearing, longer time and more days times options

97. Better this way then visiting the inmate in prison so keep it up

98. Better wifi to ensure when there are alot of inmates connected they are all able to have a clear visit. Nothing more frustrating then waiting for your visit to have it delay, drop out, freeze. You spend half the visit saying "can you hear me" "I cant see you" "Youre frozen" etc

Ive also rang to rebook a visit after it dropped out with in the first 10 mins, they booked me back in for later that day and my partner wasnt called to attend as they told him "you already had one today youre not having another one. He had to explain why he was going again and I believe if a visit is booked, regardless the CO should be ensuring the inmates are there on time

99. Bit longer please

100. Book on line would be 100% better than phoning.


102. Booking by e-mail would be genius.

103. Booking by phone is terrible and hours to ring difficult for people who work. Have previously used email to book visits and much easier and responsive. Suggest this option be available to all correctional facilities. Face to face visits are so important to maintain family relationship. Video visits are only a poor substitute when there are no other options

104. Booking line is always congested or not answered. It could take up to an hour or more to get through. When the phone is answered the operators are often rude and abrupt. No phone manner. A subject that I strongly believe needs improvement. If you are spending the best part of your day trying to make a booking the staff need to be more friendly.

105. Booking online would be more time efficient, easier due to our work commitments and sometimes staff taking booking not always helpful or bothered
with us family members.

106. Booking process with parklea needs improving as it’s very hard to get through to make the booking.

107. Booking services take for ever I have to at least spare 2/3 hours to do my booking it would be much easier if they can answer and take our information and then give us a call back rather then having to wait on the phone for hours to get an answer thank you.

108. Booking via phone has been difficult as the visiting line cannot cope at times with the volume of calls - it doesn’t even ring or you get on the queue then the call gets disconnected. If the visit has already been taken by someone else it would be useful to know who.

109. Bookings to Goulburn prison for video visits usually required ten or more phone calls to get someone to answer the phone. Booking by email would be much easier and less time consuming.

110. BOTH face to face and video visits are needed. Given the distance 11hr return trip with disabilities and costs-$ involved in visits I can’t visit every week although I’d like to. So I’d like the videos to continue for the times I can’t travel. Additionally family overseas can’t visit so they can have video and I can visit physically. We need to keep personal visits and video. Videos can’t replace the personal contact.

111. Bring back contact visits

112. Bring back contact visits

113. Bring back contact visits :( 

114. bring back contact visits we miss our loved ones

115. Bring back contact visits!

116. Bring back contact visits! This is horrible and inhumane what you are subjecting families to.

117. Bring back contact. Stop pretending it’s about corona. We all know it’s about drugs. Strip search if need be, we need contact.

118. Bring back face to face visits ASAP

119. Bring back jabber guest

120. Bring back normal visits

121. Bring back normal visits or make the video visit longer

122. BRING BACK NORMAL VISITS OR OTHERWISE MAKE THEM LONGER.

123. Bring back normal visits!!!!!!

124. Bring back physical visits

125. Bring back real visits in person please!

126. Bring back social visits

127. Bring back visits

128. Bring back visits please

129. Bring contact visits back

130. Bring contact visits back and leave video visits as an option

131. Calling and waiting time should be less
Can be improved with the booking waiting time I always on the phone nearly 90 minutes twice happened. It will be better to do online quicker.

Can i still use the video call without a mobile device. So instead by my tablet

Can it can a one hour limit like the normal visits

Can let everyone have 2 visits per week or let visit time longer

Can they do id checks before hand so it doesn’t run into FaceTime duration. As the video call is only 30 minutes would love to see it go for longer. But very satisfied with this option

Can we please have better connection?

Can you make the video at least 40 minutes.

Changes to adding persons or adding to bookings

check equipment regularly and remove faulty equipment.

CISCO is a fantastic system, always clear and works very well. It would be nice to have an hour as we can only get a video call once a week. I live in Queensland, if not for the video calls I would have very seldom contact with my loved one. Thank you for making this possible and I hope it continues in the future.

Clearing vision of inmate in a single room, at times very dark and could not see. Told Correctional officer he said deal with it, its never going to be perfect. All he had to do was put her in better lighting yet he chose to treat us less than human. Good luck to him in life

commence process earlier

communication about both the changes to the visiting times available e.g. week day afternoons were available and then removed, and the changes to the days you can book in reduced down, then Mondays opened back up again for making bookings but it's not communicated. Over all though it has been an incredible service and wonderful experience I am so grateful for : ) thank you for making this possible.

Completely cancel the video visits and reintroduce physical meetings. If this is not an option the correctional services needs to consider longer visits. Another option is to have physical meetings and video visits as an option for people who live far away.

Connect video calls at the time that is booked so we can have our full allocated time to see our loved one.

Connection issues to be ironed out. Maybe use zoom?

Consistently use the Zoom platform across all NSW Correction Facilities. Separate booking line for AVL visits.

Continue to have them even if face to face visits are back as it helps those that have children in their care see their loved ones.

Correct lagging problem with Zoom visits on tablets. Be given option for longer visits up to say, one hour would be wonderful. Most thankful for allowing these video visits.

Correctional staff were talking to my cousin like he don’t even have a right, absolutely filthy on him because his black culture
152. Corrections NSW need to reinstate face to face visits. The virus is under control here, and they can be conducted in a safe manner to ensure social distancing is in place at all times. Video calls are not sufficient enough for an inmate to stay connected with their partner and their mental health is suffering because of it. Video calls are not long enough, not frequent enough, and offer no privacy on any level between a husband and wife. This survey is pointless, and is only being used as a tool to delay face to face visits.

153. Could be longer

154. Could there possibly be a book online system so time isn’t taken waiting on the phone, when I’m at work it’s not always convenient to be on hold for so long so I have to hang up and call another time. Please bring back face to face visits, it keeps family members strong seeing each other in person.

155. Cut out background noise and voices from other visits going on near inmate noises can be deafening and give you a headache and make the visit be cut short.

156. Define need to help elderly potential visitors connect. A call prior to first connection to ensure the software is loaded and working. Waiting for the video call is stressful someone will have a medical event waiting.

157. Definitely very disappointed

158. Don’t think so, the picture freeze was probably a glitch over distance ie; Mandurah WA to Kirconnell. Otherwise it was satisfying to talk to my nephew.

159. Don’t let the gards stand right behind the prisoner and have a chat to the other Gard very loudly, don’t let other Imamates walk though the phone visits to move furniture and let us have the same time on video call as they get in person.

160. Downloading Cisco Jabber has been difficult as it doesn’t completely download properly on some devices, particularly Apple products. To improve - Everybody in Corrections can treat people with respect and speak to us as and the prisoners like human beings. It makes it all extremely stressful when you are spoken to so rudely and watch your loved ones spoken to rudely as well. The technology not working is also stressful and I work in IT and have a high level of digital literacy.

161. Each person on a visit be able to use and connect using their own devices in case they’re not together when time arranged for call.

162. Easier booking process and more availability. At one facility it was difficult to get through on the phone to book, either overloaded or on hold for me over an hour. When I eventually I got through all the bookings We’re usually taken. At one facility I was able to email my request, because I live in New Zealand. That was a much easier process.

163. Easier way to make a booking visits

164. Easy way to connecting to video visits. Notified clearly what service provider using to connect to video calls. Making 2 visits per inmate.

165. Enable more video visits per weekend or make available for week day visits.

166. Enabling software for laptop to enjoy a bigger screen.
167. Ensure, a clear connection with the video as stop starting and delayed speaking (catch up) is extremely frustrating for both parties. The idea is great just needs a little tweak.

168. Ensuring devices have video and audio.

169. Everyone in the process have been very helpful especially with the technical element of video calls.

170. Everything good.

171. Everything was good. Nothing to be changed.

172. Everything was great.

173. Extend the amount of time the video goes for. Allow more than 1 per week. Give more notice throughout visit of remaining time.

BRING BACK PHYSICAL VISITS

174. Extend the call by another 15 minutes.

175. Extend the the time for visits.

176. Extend the time.

177. Extend video call time. Allow working families to call in the evening eg. after 6pm. Get better internet.

178. Extend video times to an hour atleast please.

179. Extend visit time.

180. Extend visiting times.

181. extending the call time.

182. Extending visitation times, Booking own visit via online format (availability times etc). Extension of time - availability of 1 hour visits.

183. extension of time if possible.

184. Extra time.

185. Extra time would be nice.

186. Extra time would be nice.

187. Face to face visits will be great when back up and running but happy to use video visits in the meantime.

188. FaceTime visits should be an hour long.

189. Family video visits is great overall. It's very convenient but the length of time spent with the inmate isn't enough and the privacy aspect of the visit isn't good enough also. Overall I would use the visit option almost every week.

190. Fantastic way to visit on a regular basis, especially if you do not live near the correctional centre. I hope it becomes a permanent service.

191. Feedback for the Wardens. I like that they are very friendly and helpful as it must be a difficult job.

192. Fix the problems they have.
193. Fix your internet  
The connection is always delayed and blurry.  
Use the avl rooms more frequently.  
Don’t shuv everyone in the visit room on iPads talking over the top of each other.  
Bring back the real visits

194. Fix your tablets and upgrade to NBN

195. For interstate video conferencing booking officer more aware of time difference when giving a time. I was given a time in the middle of the day... otherwise it’s great to be able to see my family!!

196. For one visit the camera was not quite focused and the image was very grainy. For all other visits its was really clear and HD

197. For some correctional centres there is a need for more availability as it is almost impossible to get through to bookings let alone a time slot.

198. For the sign in time and I’d check not to come out of the visit time, as it can take up to 10 minutes, then your only left with a 20 minute timeframe to have with your loved one.

199. For these Video calls to continue. Much easier and more convenient.

200. Frequency of use will give experience and training

201. Get a better switch to book calls. Dialling again and again is a pain

202. Give more than 30 mins. Or have two video visits a week

203. Give more time

204. Give us the face to face contact as soon as you can please

205. Given manann is a 10 hr return trip and i could only visit every 3rd weekend, I’d really like to see video visits as a permanent feature even when face to face visits resume and even if its only 1 video visit a week. Its hard to see them only every 3 weeks in person and even harder when calls are just 6 minutes...his working all day so sometimes i only get 1 call a day and if im lucky i get 2.. no contact visits has been extremely hard though, not just on him but for myself and our daughter...in relation to the video visits, some technical issues as described can be ironed out if possible and booking online would also be ideal.

206. go back to jabber request much much better

207. God willing, video calls can continue to be maintained after this pandemic passes.

208. Good

209. God Afternoon, I think video visits should stay as a permanent procedure going forward to contact love ones to inmates I think it has been very beneficial for both loved ones an inmates to keep close contact help them through rough times.

Thank you,

Ellie

210. Good. Thank you

211. Great experience, however would be great if they were longer.
212. Great idea and really appreciate the video visits. Haven’t had an issue and staff are always helpful when calling and video visits always go smoothly. It’s a great option for those who can’t travel, ill or elderly family members especially when they haven’t seen the inmate in years. It’s been a great support during a hard time for all, being able to connect again with the video call and physically seeing him. It’s just amazing for the families. Actual visits are quite stressful for the families of inmates. After 7 years of visiting and meeting with Other families during visits and I have never heard positive feedback about our experience. We often feel looked down on, like we are criminals and just overall stressful. Video calls are the best thing you have implemented not only for State of mind of the inmate but for the families. At the end of the day it’s more support for the inmate to rehabilitate into society successfully and learn from their mistakes and that is the ultimate goal. Nothing but positive feedback for the staff at Macquarie correctional, best facility in every aspect.

213. Great idea to have video visits as an permanent option.

214. Great idea, keep the correctional centres drug free

215. Great initiative by the department. It allows for remote families to maintain visual contact. The system is simple to use and the entire process from booking to call is efficient.

216. Great service and great opportunity for me to see family members and love ones

217. Great service offered

218. Great service. I have two nephews in jail who I worry about. It’s great to see them and know they are ok.

219. Great to follow inmates as they move.

220. Great visit experience, am really happy with the efficiency of the staff. I wasn’t aware that booking was available online, it’d be great if that was shared.

221. Guys pls make video visits in the afternoon and everyday :( pls because I miss so much my husband and I think people in jail and out would be so much happier and best behavior if u guys play emotional game giving love and time for them to recreate and not do bad things thank u

222. Had trouble with Jabber n the first visit and had not been offered Zoom as an alternative. Second visit all went smoothly

223. Half hour or 40 mins would be amazing more so than 25mins as it goes so fast.

224. happy just how it is.

225. Happy with the video but the only thing was the connection wasn’t too good

226. have trouble hooking up sometimes

227. Have bookings and let only a handful in to visit family and loved ones.

228. Have found improvements since they started so I assume everyone has got used to how it works. The first visit of the day doesn’t always start on time possibly due to staffing issues.

229. have more of them, i know /think the inmates use the same video link rooms that are used for court & lawyer video links & i would think that would congest the system, tablets only for family video calls.

230. Have more than 4 on video visit

231. Have more then one visit a week.
232. Have more visits, so other friends and family can visit more often.

233. Have people who understand the video system and also have the inmate ready to go for visit so both parties don’t have to wait and taking up their time.

234. Have the booking people answer the phone better please

235. Have the inmates call out, rather than family call in, because once the visit time is over you miss the visit. Let the inmates call more than once incase the family misses the first call

236. Have the option for us to schedule suitable times have a morning and evening slot doe those who work and if possible a few weeks and weekends to allow more video visits for loved ones since contact visitis aren’t available ATM.. To give them something to look forward too..

237. Have the option to book a face to face visit or FaceTime

238. Have the option to choose a time if possible.
   Allow for more adults to attend the visit.
   Maybe you can introduce an option for the longer video call times, so one may choose a shorter time or longer time.

239. Have the telephone answered promptly when making an appointment!

240. Have time choice and make it 60 min a visit

241. Have very much appreciated the effort of everyone concerned in making these sessions available to us while we are unable to visit in person. As we can normally only visit our inmate every 6 weeks due to having to travel for 7 hours to get to the centre, we would like to see video sessions continue when personal visits recommence. We would use this service each week in between our in-person visits.

   Officers have been very courteous and helpful, particularly when we experienced technical difficulties.

   Thank you.

242. Havent been doing video only for few mths, so hard to tell, but am glad I can talk to our son, as we live so far away, and being of age, it is hard to travel too.
   Thank You.

243. Having a cuppa with my son would be the best. Compliments to your up front staff.

244. Having an online booking system would be great, it would save hours of time waiting to get through on the phone.
   Even if the booking was only reserved online and then confirmed via a call back from centre staff later it would be less time consuming

245. Having more days to be able to book the visit

246. Having more people answering the booking line phone as sometimes it takes over 100 calls to get through (usually first thing 9am Monday morning when it opens).

247. Having multiple visits on the one weekend

248. Having officers on stand by at times of visits Incase links don’t work so we can call to get new links and not loose the visit
249. Having other inmates on calls with their families in another room or a bigger
distance away from my video call, as sometimes it’s very loud and I can’t hear my
family member clearly ... otherwise the whole video call is brilliant

250. Having the opportunity to be able to experience a video link with my son
once a fortnight on my day off from work is just so important to me as I believe this
time together helps to support my son emotional and mentally. I live interstate and
so not able to physically come and visit my son in person. I would love to have video
links more often but work a 9 day fortnight. It really helps to keep the family
connection live for him and so builds hope for a brighter future and encourages him
to commit much more deeply to new ways of living and appreciate the cost he is
paying for the wrong decisions he has made. To have an efficient connection really
helps when anticipating seeing my son and wondering how he is and has been since
the last video link. When there are delays it builds the tension for both of us and we
have to quickly clear our minds so as to communicate in the time left.

251. Having video visits I allows me to be comfortable in my home setting. Travel
to the facility is 5 hours away and same to return. Doing this makes it a 10hour
round trip to only be have 1hr contact with inmate. The ability to continue video
visits is more financially beneficial for me due to my remoteness.

252. Hearing them speak

253. Hello,
Whilst we are very grateful for having the video call as an alternate visit option, our
family are very eager to physically visit our dad. We enjoy travelling to Wellington
and seeing rural NSW. But also very important to be emotionally connected with our
dad, and have face to face interaction with him. Simple but so fulfilling to share a
coffee with him, and order a brekky or lunch. Catching up with family is always
centred around food and we thoroughly enjoy and treasure our family time with dad
and being together for a meal. We still get to celebrate special bdays, anniversaries
and events. Video calls have been a wonderful alternative and we thank you for
giving us the opportunity to bring a bit of our life to dad. I know he enjoyed seeing
his home again. But we can’t wait to hug him in the not too distant future! We vote
yes to video calls but please when it’s safe to do so, we want to visit dad again. We
really miss him. Thank you!

254. Hello. I live in south korea. So I can’t go to see my love in person.
I wish I could keep going video phone call.. Thank you :)

255. Hi - i would only suggest to sound proof the AVL booths as you can
sometimes here the other AVL booth visit louder than your own

256. I think this is just a wonderful service NSW Correctional Services is providing.
As in my case loved ones are often imprisoned far from their families, meaning that
they are quite often not able to visit for many reasons distance and cost being just
two and the associated stress can be too much for many. So I’d like to say thank you
and I hope you decide to continue this service for all concerned.
257. I also visited John Maroney correctional centre...it's a good thing to have in place for elderly parents or grandparents who can not attend physical visit and also helps the inmates be able to see there family if the travel to the jail is hours drive or days for public transport and mother with children who find it hard to take there children as it can upset there children to leave there parent behind.

258. I am grateful for the visits . I realize how many inmates are incarcerated at Mid North Coast Correctional Facility and have been fortunate to have been given the opportunity each time i applied. The CSO’S were helpful and polite . I don't see any need to improve as my visits were spot on. Thank You.

259. I am grateful that there were measures put in place to allow contact with my son and step daughter, however the lack of privacy and physical contact are my only concerns/complaint.

260. I am greatful for the video visits whilst covid is on but for our family my daughter needs to see her dad and spend more time with him and we need that human contact from each other it’s a basic human right.

261. I am happy how this has been handled under the current circumstances and I thought it has been set up and handled in a very Professional way and the communication from the Centre has been very good. A bit longer in time would be good plus maybe more than 1 video call per week would be good. But overall thank you for your efforts in these different times.

262. I am happy with my video visits thank you.

263. I am happy with this video call thank you.

264. I am hoping this will continue I find the video chat wonderful.

265. I am not happy with the video call visit with Bathis correctional center because they wants all the details about all the family that wants to speak with inmate.

266. I am personally very satisfied with the video visit. A am looking forward to you if I can get permanent video visit. For me its a dream come true. Because we can see our love ones and family members. Without your cooperation it couldn’t be possible. I am very glad that I can see it. You guys are great. I am appreciate with your extremely good work and nice cooperation. Thanking You.

Kind Regards,
Waliul Islam Tuba.
VIN NO.
1770334

267. I am so grateful for these visits. I appreciate that we get the chance to seems my son weekly.
268. I am thankful for video visits being available due to the unforeseen circumstances of the worldwide virus. The only improvement I would suggest is for actual 30 minute visits to take place as sometimes we only get 10 minutes. Also the service in the correctional centres are quite poor and on a few occasions I had my visits be a complete waste due to connection issues and drop outs. It is very hard as I have a baby who should be able to hug and kiss his father. Once again I am appreciative of the video visits just suggesting the improvements and feedback.

269. I am very happy about the video visit.
270. I am very happy the way it is, What a great idea
271. I am very satisfied with the process. The lady who answers the phone at booking very helpful and very nice.
272. I and other visitors to my son would like the option of booking the video visits online. As there is only the phone option and these are restricted hours.
273. I appreciate that you now have a video call visit option. It is such a big help for us since we are overseas. I hope we can book online soon so it won’t cost so much when booking a visit through a phone call. Thank you!
274. I believe the chance for inmates to connect with family (who can’t easily access Oberon facility) who can offer love and hope is a very positive opportunity. Just connect is providing. Talking to and seeing relatives outside the prison system who have faith in the inmate’s (our nephew and grandson) ability to be a good father and contributing members of society on release is a really important part of rehabilitation. For my elderly parents (inmates grandparents) who live interstate the opportunity to offer support and encouragement via zoom link is very much appreciated. This is the only way they can have direct communication with him.
275. I believe there could be many changes to be made to improve the video visits, for example making them longer, being able to say our goodbyes in our own time before getting cut off, improve the picture and quality
276. I believe we should do longer visits, at the least 45 minutes to an hour. Especially for minimum security prisons where we used to see inmates every weekend, both days for 6 hours each day. To cut that all off, and have 30 minute phone calls, twice a week is ridiculous. Especially when there are people who have wives, then parents, or children located in different states. Sometimes you can only get one video booking for 30 minutes, then another family member has to take the other booking for that week. It’s such a short time to finish conversations and catch up
277. I can ring to book for three days and then come Friday it is too late. What other options are there to book to talk and see my son?
278. I can’t understand why Cessnock only has 1x20minute skypes per week & up to 2 adults & Shortland has anything up to 3x30 per week & up to 6 adults.
279. I cherish my visits with my son. It is like we are close together and can express ourselves and show our devotion each other. very person. I like in Melbourne and it wo8uld be a long journey to make a physical visit. this is so close and personal. thank you so much for the introduction of the Video visit. I has helped to heal my son and also me, we miss each other so much and this links us together
280. I commend those who set up the service, especially booking staff and those who set up and operate the service. It has impacted positively on all our lives. Thank you Governor and staff.

281. I didn’t realise I could book via internet or through the connect platform.

282. I don’t know the name of the place where the person so for the next lace I just ticked one.

283. I don’t feel that video link visits should be considered to replace contact visits — this is okay during emergencies such as we have at the moment but definitely not in normal times.

284. I feel it has been working very well for me thank you.

285. I feel video visits should be a permanent form of visits.

286. I found it very satisfactory, more focused, less time-consuming than travelling to the correctional centre, a more friendly one-to-one contact and devoid of some of the less pleasant surroundings of prison visits such as searches, extensive waiting time, travel, and lack of privacy. It was much more effective than the usual 6-minute phone calls which strangle any real conversation. I did make sure I wrote out a list of matters I wanted to mention, and questions I wanted to ask, so that the prisoner had time to have his say as I regarded it as his special time too.

287. I found my first visit didn’t go a head at both centers didn’t happen cause wasn’t explained properly for people who can't read or write properly and who don't understand computers as well but once you get it it's ok needs to be through one carrier only (jabba) is the easiest I found thank you for asking for our opinions.

288. I found the booking process very easy and the staff were very friendly and helpful. The only issue I had on my 2 most recent calls was with the call lagging which could be a wifi/internet issue. This made it hard to have a normal conversation but it also seemed to happen more with zoom than with jabber so I'm not sure why it was happening.

289. I found the jabber format better than the zoom. Jabber was almost always clear. Very minor problems that corrected themselves within the call. Zoom always had connection issues and has delays in picture quality and sound.

290. I found with 2 different centres they were both extremely different one lost a lot of time with waiting for the inmate the other the inmate was sitting on camera ready which was terrific you didn’t lose any time from the half hour Also one was extremely difficult to get through to book i had to call at least 30 times to try for an appointment But once you got through to either they were wonderful to deal with so thank you.

291. I had book 6 visits only 2 worked.

292. I had to make a call to book video visit but the line was usually busy, calling from korea (overseas) was quite expensive.

293. I had to use 2 different jails Grafton & Shortland, both had different booking processes Grafton’s email process was so much easier. I hope this type of visit continues it is a great idea particularly for people that can't travel to visit friends or family.

294. I had trouble with second video on zoom but officers kept trying to connect i was impressed jabac was the much easier one out of both.
295. I have 20 year old twins and they have a very long custodial sentence ahead of them. It is impossible to keep regular face to face visits up at the regularity needed to support them. Family relationships are so important and video links enable this to continue in an easy platform. The boys are 600kms and 300kms distance from their family home. I work full time and it is impossible to see them each more than once a month at these distances. It would be a wish come true for these video links to continue permanently.

296. I have 5 children and travel from the Central Coast. The AVL is excellent for our family. It’s less stressful for all of us and the children are less traumatised because they are in their own home. The only issue is the amount of time it takes to get through on the booking line although I’d rather do that than visit the goal.

297. I have been very happy with the video visits.

298. I have found that when my partner is using a tablet for his AVL, the quality is not good at all. It freezes a lot and the sound cuts out and glitches.

299. I have had visits never go ahead via video link that were scheduled and there was no communication to say why it did not proceed. I remained Dialled into the meeting for the full 25 minutes and it never connected.

300. I have no choice of day or time. I get an email notifying of date and time.

301. I have only had one bad experience where I was disconnected after only 8 minutes and could not connect again. All other visits have gone well. These visits have been much appreciated. Thank you.

302. I have selected Silverwater Woman's Centre as you did not have Silverwater Men's Centre, where my son is.

303. I haven’t been well enough to travel and this video link has now made it possible for my husband and I to connect with me sitting in a much more comfortable chair at home. We are more relaxed and much happier in our conversations. It’s a wonderful way for us to keep our marriage alive. Thank you.

304. I hope that real visits return soon.

305. I hope the overseas will booking the Video visit by email, it not need someone(inmate or NSW residents) help to booking the video visit.

306. I hope the scheduled time is not only Tuesday and Wednesday, but also every day, thank you.

307. I hope the video call will be called twice a week and will be extended for more time.

308. I hope the visit time may be longer.

309. I hope video visits continue to be an option.

310. I hope you will keep them as a permanent thing.

311. I just feel it’s a great idea for those of us who can not travel.

312. I like the video visit for a few reasons.

313. I like the video visits very much but would like them to be a little longer. Maybe 30 minutes.
314. I live in Melbourne and unfortunately I can’t visit often and once life goes back to normal I would like to be able to have 2 video calls for an inmate given as I had the video call and none of his family got to see him. Or even maybe longer time slots allocated for people who are interstate as even with contact visits you get 2hrs or so but I have to travel 830km to visit so extended visits and video calls and phone calls please.

315. I love having a video visit weekly however would never pick them over a face to face visit. I think it is fantastic for those families who can’t visit their loved one often.

316. I love them its easier then travelling a far distance every weekend and so much more comfortable and convenient thank you i hope video visits stay as if they do one weekend i will go in person and the next video visit thank you

317. I love this way to visit family members, I live too far away and have physical difficulties to visit in person.

318. I must admit I wasn’t properly prepared in setting up for the first visit, and unfortunately missed out on seeing my son which left me somewhat devastated. It should be made more clear EXACTLY what is to be entered into the logon - eg: I was told put ‘Min (and then number) which I did, but because I was entering MIN it wasn’t allowing me to enter. However the following visit was successful and went very well.

319. I need the personal visits back on as I’m not coping not seeing my partner

320. I need to get my laptop to work rather than my phone, but everything is done really well and officers are very patient and professional

321. I only seem to get approved every second weekend even though i email my booking every Sunday after 4pm . While everyone else seems to get a visit every weekend !!!

322. I prefer contact visits

323. I prefer personal visits rather than video

324. I prefer video visits I think the prison visits were so stressful and I know drugs were being smuggled in , the video visits will make these rule breakers unable to function.

325. I preferred it when it was done through Jaber as the picture quality was better which I think is because it was done in smaller room. But with Zoom the picture is dark and Sometimes you can just see a silhouette. All in all I am really appreciative that I get to see my daughter, although not as good as in person.

326. I really appreciate that this has been made available to us. Very grateful thank you ver much

327. I really hope you continue the video calls. Living interstate makes it extremely hard to visit Nowra. By being able to have a video call we can see and speak to our weekly hence elinimatly a lot of stress and financial burden. Flights and car hire are becoming prohibitive.

328. I really think you are doing an excellent job with it. Would love it if it could be 1/2 hour instead of 20 mins

329. I recommend keeping it going some people live miles away and can’t travel to see family members this way they can
I think a longer visit as 20-30 minutes isn’t enough and a bigger window of times for being able to book.

I think everything is perfect so far!

I think everything is very well organised, thank you.

I think extended visit time would be extremely beneficial. Half an hour just goes way to fast.

I think it is a fantastic service.... as a primary Carer and RN for an inmate with a severe mental health issue (schizophrenia) it gives me the opportunity to assess his condition /behaviour and gives him a sense of reality, less abandoned, familiarity and that someone cares (cannot visit in person due to long distance from centre). I hope the service continues for the well-being of both inmates and their loved ones. Many thanks.

I think it is a wonderful program it allows interstate family contact with their loved ones and I hope it continues.

I think it was well done, I enjoyed the visits,

I think it would be excellent if the video visits became a permanent option.

I think it would be good if we could choose the time of the visit eg morning or afternoon. And choose what day for the visit the same way we could for a normal visit. Maybe add some weekdays for visits as well as weekends so people who work on weekends can have a chance to have a visit.

I think it would be great for people to connect to friends and family.

I think it’s a great way to be able to see my partner.

I think it’s been good actually. While I’m sure inmates would like some in person visits sometimes, for me it’s not possible (even without Coronavirus). And it’s much less stressful having 30 minutes to talk compared to a 5 minute phone call. So I hope they continue (please).

I think just the Jabber Quest should be used, Zoom has too many complications such as bad connection & I have been placed in a video call with another female visitor trying to have her visit with an Inmate.

I think keeping this as an option after COVID will be very positive.

I think longer visits.

I Think that it is a good idea for visits if it is a long way to go but if you live close personal visits are better.

I think that the correctional centre has done an amazing job of connecting us to our loved ones during COVIS-19 keeping everyone safe. And I would love to see video visit continuing.

I think that this is a good idea, as I live 6 hours away, and I don’t drive. It would take my 12 hours to get there for the hour I am allowed to see him, so appreciate having the privilege of not having to stress about getting there or being late and potentially being turned away. It makes life a lot more easier being able to connect via video call. Would love for this to be permanent thing.

I think that video call should be an on going thing for us families who live out of state and cannot attend to correctional centres.
349. I think the centre just needs better internet reception as it lags terribly. Other than that, it’s great. Please keep this service going, as much as I’m interstate, if I was closer, I would still hate to visit a prison in person. I’ve never been and hope to never have to.

350. I think the Dept of Corrections have done a great job implementing video visits under the current climate and I feel the inmates also appreciate they get to still see their loved ones. I cannot wait for face to face to start back up but would like Video to remain available as I know my partners parents cannot travel so they would be able to see him more. Thank you.

351. I think the use of video conferencing is a fabulous idea. I would like to see it continue as an option particularly if the inmate is based at a country facility. Thank you

352. I think the video call is a great option for the elderly who cannot visit the Centres. It should be optional only once restrictions are lifted.

353. I think the video link option is great for those inmates who’s family lives far away or interstate where in person visiting isn’t possible, I do not feel it would be acceptable to replace in person visits all together as I feel this would be detrimental to the mental health of inmates thus impacting on behavioural issues that staff may have to deal with

354. I think the video option is a great alternative for people that have to travel. Personally I found them too short and they caused a lot of angst and increased distressed.

355. I think the video visit could go a little longer, like a normal visit as its over way to soon.

356. I think the video visits are are really good innovation and do appreciate being able to see and speak to my son on a regular visit, so thank you.

357. I think the video visits should be longer than 25 minutes definitely

358. I think the video visits should be made permanent has it keeps the drugs out of the prison

359. I think there should be a choice of personal visits and video as I work a 7 day roster and unable to get away to visit in person and video makes it so much easier on the weekends I work.

360. I think they are brilliant!! Please keep them!!!

361. I think they are doing a great job in these tough times

362. I think they are going well. The staff at Shortland have been very helpful when we had a few issues with zoom. We can’t fault Jabber.

363. I think they should continue as a lot of people including myself find the travelling difficult I’m disabled and suffer chronic pain and can’t always travel and the video visits are ideal

364. I think this is a great option for family/friends to visit and keep in contact with inmates and great all round. Very much easier for some that find it hard to get to and from visit. I know it as helped my family we have been able to stay in touch with my son a lot more then normal. I think it would be great to keep as a visit option.
365. I think this is a great service that enables those that cannot travel to visit an inmate to keep in touch not only as I normally live overseas but when I was in Australia it enabled my elderly grandfather who is in the final stages of his life and cannot travel to visit with his grandson. Having used 2 services one where you had to call and one where you have to email to book the email option is by far the best as often when having to call I was on the phone for over an hour waiting to speak to someone. Once you have done the service once an email to book is the best option please keep this in place. It is hard enough for people who are incarcerated but enabling them to connect this way with family is positive for their mental health and wellbeing. Also the option of the inmate being in a room is better to enable effective communication when they moved the service into the open family visiting area it was often difficult to hear but when it is the one to one rooms it makes the experience better.

366. I think this is a great thing as it means I get to catch up with a friend in jail that I would not normally be able to have visits with because of being interstate.

367. I think video visit should definitely become a permanent option because in some situation like myself I can’t travel to the correctional centre because I live in WA or even if I was living in NSW to travel to Wellington every week would be alot for myself as I have a heart condition.

Also I’m not sure if this is from Just Connect or the Correctional Centre but visits should start from the time the call is connected from from the start time and finish 5 mins earlier, should finish on the time.

Overall great idea and I'm happy that I get to see my partner now as I only got to visit him once in 1 and half years as I can't travel to Sydney all the time.

368. I think video visits are a great addition to helping the inmates stay connected. They may make quite a difference to people who are infirm or who live a long way away from the goal, in making it easier for them to stay connected (in a way that 6 minute phone calls don’t. However, I definitely don’t think they should replace in person visits. These are more satisfying for inmates and visitors. The staff organising the sessions were very pleasant, polite and friendly, and the email & SMS reminders were excellent.

369. I THINK VIDEO VISITS ARE A GREAT IDEA HOPEFULLY THEY KEEP DOING THEM BUT MAYBE NEED TO HAVE MORE DAYS AND EXTRA DAYS TO BOOK

370. I think video visits would be good to keep for those families who live far away especially for children but NOT to replace contact visits

371. I think zoom is amazing for connecting people and I think this has been great because it has allowed someone like me that is interstate or international to call and not need to travel. Please keep this going!

372. I thought it was a great idea and it does make it easier for the elderly. My mother is 92 and it was very good for her.

373. I thought this was a great idea, my son got to see all his children every second weekend, which I didn’t have to travel 4 1/2 hours and spent an over night visit in a motel with 5 kids.
374. I totally understand about What is happening with 2020... our video visits need to be longer, please.

375. I used to spend months overseas too - so continuing Zoom visits would be ideal for me. Thank you.

376. I wait times on the booking line are longer than I actually get on the Video Call.

377. I want normal visits put back on

378. I want to congratulate the system because for us who live in another country it is very important. We cannot travel to visit because we have no financial conditions. I’m just not able to make appointments through Just Connect. I can only do it by sending email. As the time zone is different from Australia we have already missed visits because the scheduling email arrived and we didn’t see it. But the service provided by Cooma professionals when scheduling by email and when visiting by video is excellent.

379. I was so happy to hear that this option had become available. I live 5 hours away from the Correctional Facility and have to leave my address by 6am to make it to the Facility in time for a visit, then turn around and drive another 5 hours back to my address, it’s a very long day just to have a 1 hour visit. Being a pensioner, after putting petrol in the car it does not leave me anything for accommodation so I have no other option than to drive all the way home. So I would really like to see this wonderful option to remain for a while yet to benefit those that live quite a distance from all Correctional Facilities so that everyone has the chance to see that their loved ones are all doing well. Thank you for your time. With Kindest Regards. One happy Mumma.

380. I wasn’t aware there were other booking options available aside from calling the booking line, which is, understandably, frequently busy. The video visits are excellent, we live in Melbourne and although we previously travelled to Bathurst for one visit in person, it is much more convenient for us to have the video visits. We love being able to show our home and local area on the video and frankly, these days with COVID front and centre in our lives, most of our connecting with all family and friends is via video call. It has been wonderful to have that connection at this time despite our family member being in a correction centre. Thank you for administering the video call system.

381. I wish these visits could be extended to overseas. My partner is from NZ, his mother has been gravely ill last year and he would really like to be able to video visit both her and his father in NZ. I tried booking a visit for them but the person in visits booking said it was not allowed. The internet is a worldly thing and it allows people to be in contact even when they are far apart so then denying this visit with the parents seem a bit senseless. I would appreciate if you could look into that.

382. I work full time in a factory environment, sometimes I need my partner to call on my behalf, but she was recently told this can’t happen in the future. If I provided my information and gave permission, I would love for her to able to call on my behalf. Thank you for your time.
383. I would allocate longer video calls for when children are involved in the call to speak to a parent. This truly benefits the child and doesn’t upset them as with the 30 min timeframe, it goes extremely quick. Also I think for the mental health support of the inmate this will also help them a lot more too. General counselling sessions are an hour. So I think the correctional video contacts would benefit strongly if they were to be longer.

384. I would appreciate finding out why there was no visit on the 10th of July when it was booked, no reason no explanation, when I arranged for that particular visit the person with whom I had spoken did sound strange, like as if alarm bells rang, they excused themselves for a few minutes then proceeded to tell me the time without asking me of a preference, keep in mind I have cancer. I don’t appreciate my day being screwed around when health appointments are of priority I wish to find out what happened, make a complaint and to receive an apology, the fact that 2 hour physical visits are substituted with 30 minute visits is hard to except with out a correction staff error that lends doubt to the chance of the visit at all, if this were a physical visit there would have been a different situation/system in place to chase the visit up, no explanation for a cancelled video visit is not good enough.

385. I would give the option to have more frequent visits or either longer ones. I would give the option to book visits online rather to call, especially because I live overseas and I have to wake up at 2am to book my visits as the Correctional Centre hasn’t approved my partner’s request for booking by e-mail. I would continue video visits also in the future, especially for all those inmates that have only family and friends overseas.

386. I would just like the visit booking process to be better. I spent 63 minutes waiting on hold the last time I tried booking a visit only to be cut off before the phone was answered

387. I would like face to face
Visits back even tho these are good

388. I would like phone calls extended to 10 minutes Sometimes I have important things to discuss with my husband and find 6 minutes not long enough

389. I would like the thank the officers for bringing the inmate in to the AVL room promptly to commence the visit. I would love to see these visits continue in the future, it’s a great way to keep in touch more frequently.

390. I would like the video visits to go for a longer period of time.
391. I would like the visits to be extended to at least 3/4 hour which would be very good
392. I would like to have more video visit in a week
393. I would like to have the video link as an option in the future as well as face to face
Thanks

394. I would like to have visits Saturday and Sunday if that’s possible and a bit longer than 25 minutes you’ll be appreciated very much Lee

395. I would like to know if I can schedule the visit by email or online, I always ask an acquaintance who lives in Sydney to make the reservation
396. I would like to see contact visits brought back and when I do a video visit maybe the duration be an hour as the time goes so fast.

397. I would like to see my son closer to the screen. It would be great if we can have more video calls during the week and a regular phone calls as well.
Thank you.

398. I would like to see the video visits continue to be implemented now and in the near future, As myself and the inmate are of Aboriginal heritage and the importance for connection with family has done a world of good for my father being able to see his family and it’s improved his mental health state and that also goes for all non indigenous people also.

399. I would like to see video visits go a bit longer then 20 minutes.

400. I would like to see where you could make two visits in one phone call.

401. I would like to suggest a longer time of video call to be able to interact longer.

402. I would like video visits to continue but would also like to visit occasionally when restrictions are lifted.

403. I would love for contact visits to become available so. As well as having both options to be available due to inmates being placed far away from families.

404. I would love to be able to have them during the week too. I am very grateful for them because at least I get to see him. I know you have to keep inmates safe during this time, so it is a really good compromise. I can’t believe how much less stressful life is with the inclusion of the video calls. Thanks.

405. I would love to have online booking offered via website in future. Also could be nice if they increase number of family to join the video conference each time. Overall Macquarie correctional centre is doing an outstanding job to compare with other places. I admire them for their good work. It’s really nice and friendly place to visit inmates. Thanks.

406. I would love to see my brother in person but understand the reason why we are not having contact visits. The video visit are improving and finding Zoom as the better platform.

407. I would love to see normal visit reinstated again.

408. I would love to see the option of video visits continue. It was over 6 years since I saw my brother because of distance and not wanting to take my children to a correctional facility. I know his mental health has improved a lot from it, and being able to show him our home made it much more personal.

409. I would much rather see my loved one in person.
410. I would prefer more a.m visits on weekends or after 5pm during the week however I would definitely prefer face to face visits.

411. I would prefer my face to face contact visits over video visits any day. But for now this is what we have so to improve I would suggest offering more available time slots and not giving us no option at all. Some of us work weekends like myself and there are certain times I would require but there is no option to even choose a time and when you have to share this with other family members some of us have to miss out. It’s not fair. I think having video visits as an option for the elderly or sick to be able to visit their loved ones is great to have. But to wipe out contact visits all together definitely should not even be considered. We need physical contact with our loved ones even if it is just a hug and kiss hello or goodbye.

412. I would think having video visits as an alternative options to face-to-face visits would be really good, as it takes out a whole day for my family to travel to the centre for a visit.

413. I wouldn't like these to replace physical visits also Clarence correctional was open with out this available which is very disappointing haven't seen my partner in over 2 weeks now due to that problem. I think the video calls should be longer as well

414. I'd like more visits and possibly longer. I've gone from 2 hours contact to 20 minutes via video link. It's difficult trying to get a visit as they are booked out so fast

415. I'd suggest a softer environment than a star & sterile room . . . . perhaps with a view the grounds of the CC

416. I'm getting better at using it now.

417. I'm happy to drive a 10 hour round trip each weekend to see my partner and encourage positive doings. He was doing great up until we had a video visit and his mental and emotional state changed for the worst rapidly.

418. I'm so grateful to be able to see my Son as I live too far away for visiting. It also helps him to stay connected to me and he enjoys it. I can see how he's going as well. A Mother can tell these things.

419. I'm very satisfied this is very well organised by the correction centres. I thank you for that

420. I've already submitted my feedback to the delightful Pauline Ellem at Justice NSW and Lauren Robinson at Cooma Correction Facility. I have lots of suggestions for improvement, but overall am very grateful to have had these video visits while we couldn't visit in person due to COVID (much better than no visits!) and for the hope it brings that Justice NSW sees the opportunities for change and improvement that abound (hopefully these will come with law reform too!). It's good to start somewhere and the only way is up. I also want to say that I think it's incredibly important to keep video visits available regardless of current uptake because as we move forward through time and the changing age and demographic of populations video visits will become more and more important for the most disadvantaged of our community (socioeconomic, access-disability etc.) and they deserve equal rights and access to what those with the means get, who can afford to visit in person even if the facility is located far away.
421. I’d just like to mention the people on the phone booking in the visits are super lovely and they do a great job! Thanks for being so kind. Your jail is by far has the kindest staff. Thankyou.

422. I’d like to receive confirmation on when the visit will be ASAP. Normally don’t find out until late in the week.

423. I’m just grateful for the video visits during this time, it’s been a learning curve for all.

Thank you

424. I’m not sure I agree with restricted visitors being able to access video visits as I don’t think they should have the privilege

425. I’m not sure whether it is possible to request/book a visit through an online form. This would be preferable to calling the visits line. If this functionality already exists I think you should publicize it. If it doesn’t already exist, I think it should be introduced.

426. I’m really thankful to have this experience. I love interstate and have a very sick father so being able to have video visits means I can stay home and look after my dad

427. If bookings on the phone would be quicker.

428. If can make the booking up to 70 minutes it’s would be perfect.

429. If connection can’t be made start visit from time connection is made

430. If possible, allocating more time to visits. Shortland is great in the sense they have two visits per week and that would be great if all centres could as well. I do like the video visits but it will never replace contact visits. My family and I miss hugging and talking to our loved one in person. Video visits would be a great addition in future but please don’t get rid of contact visits.

431. If the call is with other inmates calling loved ones a way to keep it quieter so we can hear our own call.

The connection needs to be a bit more stable with voice

432. If the time frame would be longer it would be much better.

433. If the visit time went longer

434. If the visits happen it individual pods, that would be better than all the inmates in one room talking on top of each other. It’s a good service for some, but I rather travel 4 hours to see my brother for 30mins as in person experience will always outweigh the technological experience.

435. If there is room in booking, may we be able to make an extra visit if deemed worthy and well deserved.

436. If they could have one Saturday and one Sunday so different family members can do it

437. If they were slightly longer, would be lovely.

438. If video remained maybe upping the amount of people allowed in the video call

439. If video visits went ahead would need to have better reception so I can hear and see my partner.
440. If we can have video visit in the morning instead of having it in the afternoon, busy time for me and my family.

441. If we can’t have face to face visits at the moment I wish we could have a video visit during the week as well as the weekend.

442. If you are going to stop contact visits they need more video visits and US Wife’s need at least an hour a week for our amazingly wonderful husbands to de-stress us.

443. If you are looking to replace visits for a while you should be making the calls more frequent and longer. The visits were usually 6 hours, compared to a 30 minute video call, it's just not enough.

444. If you can

I think it great
I get to see my son
Thank you

445. If you can book online, that would be very helpful.

446. If you could book via email and that the calls go through when they did work were great but when they didn’t was very inconvenient and upsetting

447. if you could make booking a time easier, perhaps by adding an additional officer to answer bookings by telephone, i would greatly appreciate it

448. If you had individual cubicles for video calls the sound would be a lot better and a better connection with guards that actually knew what they were doing would be great

449. im happy with the overall outcome i think this will benefit for certian people like elderly people such as my parents who can’t make it to physical visits and i think its more beneficial for for them to use video zoom calls

450. implement Zoom at Mid-North Coast Correctional Centre, not Jabber Cisco. I have no issues with seeing the inmate.

451. Improve it

452. Improve booking waiting time.
Calling you back after few hours to make the booking if they haven’t forgotten you all together is very disappointing especially if you’re at work

453. improve connection but overall was nice to be able to see my brother. Thank you.

454. Improve phone booking

455. Improve reception

456. Improve the opening hours to make a booking via phone

457. Improve the video quality - my call constantly dropped out, there was a lag in the audio for the entire call, and the video froze for most of the call

458. Improve your quality of the video calls they are always so blurry freezing and lag the whole video call. I never get my full 30 minutes it’s always 20 minutes and I never receive my 10 mins back in the next video call. The connection on your end is extremely poor and that fact that we only get 1 video call a week when we can’t see our loved ones we should be able to get 2 a week which I think is extremely unfair it’s already hard enough being away from your partner, no visits are on and you only get 1 video call a week.
459. Improved audio quality and less background noise

460. In my opinion they work extremely well, the only thing I would like is for them to be longer.
    Thank you
    Cherie

461. In my opinion Vido visit is OK but nothing can be like a face to face visit. Video visit should be an option and of course its hard to control Covid-19.

462. In our situation my health and living in new zealand the video is a true blessing.

463. In this COVID 19 I would like to have more video visit please

464. Increase duration of the visit

465. Increase length of call. Increase frequency of call. Find better connection, call freezes or drops out

466. Increase the guest's call time with at least two video calls in a week

467. Increased duration of the visit.
    Continue the opportunity of a 2nd visit if a booking spot is available
    Not restricted to just one particular day of the week.
    Comment:
    Booking staff are excellent and very helpful in clarifying any concerns.
    The correctional officers are pleasant when requesting ID etc.

468. Increasing frequency - twice a week is not enough
    Allowing for more calls would be nice as we are interstate, and especially because of Covid 19 we won't be able to see our inmate for a long time in person

469. Increasing visiting times a little longer would be nice, also better connection quality

470. Information Services support to download the software would be very helpful, along with communication to relatives about the service would have been comforting for inmates and their concerned families.
471. Inmates must be notified of the visit you should be able to connect up to 10 min prior to visit to enable identification process with the inmates seated at the starting time.

Longer be visits with family members over video link it should be at least an hour or similar time to the current person to person jail visits (non corona). In all honesty jail should be rehab prisoners not seeing their families is not rehab it's simply punishment.

Visitors if virtual should be able to in some process be able to buy the inmates the same snacks they would have when they sit at person to person visits. Make this terrible time through COVID-19 time easier on everyone not harder yes they're inmates and whether they're on remand or have been sentenced they're still humans and to rehabilitate them treat them as humans COVID-19 doesn't need to feel like solitary confinement some inmates won't get person to person visits maybe the video link is the first time they're seeing they're family so all inmates should have the same right whether it be a virtual visit or a prison person to person visit snacks should be provided

Yes the saying is do the crime you do the time I agree but prisoners whether they're on remand or sitting out their sentence either way the best way to ensure non reacurring convictions or repeat offenders jail should be a pathway for improvement and rehabilitation and transition into normal life to ensure there isn't repeat offences

472. Inmates should be granted two Video visits per week regardless. I have at times been unable to secure a visit due to limited visits being offered across all inmates.

473. It was great to connect and see my son

474. IT connections are nobody's fault however acknowledgement of time that has been lost due to this and leniency in adding additional time to the end (without interruption) would be greatly appreciated

475. it good. no comment.

476. It has been a great way for inmates to see pets, the household and other things you can’t take with you on a normal visit to show them so just wanted to say thank you !

477. It has been great to have the opportunity to have video calls available. As to travel to visit from where I live would be at least 16 to 18 hours drive and with work and this is only a once or twice a year visit. With the video calls I get to see and connect with my loved one. Thank you

478. It has been really great for me, the last time the connection was not good but all the other times before it was perfect. All the staff were very nice and answered any questions I had. I am very happy with the service and deeply greatful to see my loved ones face.

479. It has been wonderful to help the inmate’s overseas family connect with him - please keep video visits at least for these circumstances
480. It has been wonderful to see and talk to my son each week as it was a major stress for me to get to the centre to see him as I live on the far north coast and am 75. I had not visited since May 2019 but did intend visiting in March 2020 but the pandemic got in the way. Zoom meetings are so much easier for me. I am very appreciative of this opportunity. Although we write to each other regularly, and he calls from time to time (6mins), having 30 mins each week, is a great opportunity to see him and to gauge and discuss reactions etc on the spot. Thank you very much. I know he is very happy with our weekly zoom meetings as well.

481. It has improved greatly since it began a few months ago. The video visit itself is great, however the process in booking the videos and the amount of visits per week should be reviewed. If there is time available I do not see why more than 1 during the week and 1 on a weekend is the limit. If time is still available on the same day when calling there should be extra calls allowed. Nothing can ever replace human contact and connection with a loved one so the more available to see and speak with them on AVL is better for everybody, especially whilst contact visits are unavailable or they are going through personal/family crisis (death, illness of loved ones etc). Thank you for making these available however.

482. It is all very new to us as our son is new to the system. The email is easy! When we were booking calls at Silverwater very difficult! Maybe because of Covid 19 but took anything from 5 to 40 minutes to get through if on a toll call very expensive and stressful. Hope this helps.

483. It is extremely hard to have time to book a visit when the lines are open during normal business hours and the hold time is ridiculously long so it’s even difficult to make a booking during a break at work. As someone who works full time I miss out on being able to book AVLS or visits which really upsets me and is not fair. I would suggest having an online booking system where you can select an available time and enter the inmates and your details and have someone send a confirmation email if everything is ok. Otherwise please open the booking line an earlier time or till after usual business hours or even a weekend so people who work full time can have a chance to make a booking or do something about the ridiculous hold times. I’m not sure why just trying to make a booking would take over 1 and a half hours hold time or why they constantly hang up on me. Someone who works full time would not have time to make a booking unless you are unemployed.

484. It is good at the moment

485. It is great and hope it continues but occasionally it would be good to make a personal visit

486. It is great for visitors who are overseas. It is great for older visitors especially they live very far away.

487. It is inhumane to keep a person hidden away from family without allowing them to have comfort with there loved ones as well as children being able to physical see there parent it is absolute rubbish if this continues in the future there has got to be a law against this keeping a person away from family and friends I do not like video visits to go ahead in future I disagree it is not right at all.
488. It is not present time for all but this difficult time I do not need to facing other unnecessary problems with officers. I do not know why some are so nasty because of I am Asian or gay? I’ve been told one of kariong office to chink and other young officer as I am rude and we do not want to come to kariong? That is very big comment and I won’t forget and forgive what I was treated. Me and my partner’s tax money gone wrong person and place.

489. It is quite difficult to book a video call by phone with lengthy delays. An app for making booking would be a good idea.

490. It is working just fine as it is thank you.

491. It needs to stop. We need to see our partners and family members, be able to hug them, walk around, eat together and kids should be able to physically interact with their fathers.

492. It should be longer.

493. It should be nite time then 30 minutes.

494. It was easy to set up and a convenient way to visit.

495. It was perfect, can’t wait to be able to visit.

496. It was pretty good...the officers were kind and helpful.

497. It was really good and they can see what’s been happening at home my father could see my son as his in a wheelchair with his leg amputated it’s great for the old age. Really should keep it as a permanent thing.

498. It went well.

499. It will be good to have video visits also when regular visits come back on.

500. It will be nice if it was about 1/2 visits and maybe not completely turn off at 25 minutes give us time to say goodbye properly.

501. It would be AMAZING IF we could get more time, 30 min goes past way too fast.

502. It would be awesome if these options were available in the future. I care for 2 disabled family members and before AVL’s only got to see my family member every 6 weeks. Since AVL’s, I have been able to see him approximately once a fortnight.

503. It would be better if it was quicker to get through on the phone to book the visit.

504. It would be fantastic if the visit to be a little longer. Perhaps adding a minute count down till the chat is ended. I really appreciate the gaols reaching out to get some feedback, hopefully it is positive :)

505. It would be good if the video visits was longer.

506. It would be great if the phone booking process were easier to get through to. I try to make a booking weekly, however there are often times I can’t get through after ringing the visits line up to a dozen times and being on hold for up to 20 minutes. I see by doing this survey that there is an option to book video visits online which I was unaware of. Perhaps promotion of this feature via the recorded messaging on the phone would be good so families can check it out and maybe this would ease congestion on the phone line.

507. It would be great if the visits could be one hour although I understand that everyone needs to have an opportunity to participate in the video visits.
It would be great if there were other options to book a visit, rather than wait on hold for an average of 45 minutes. On a positive note, the staff that I have spoken with at the time of booking have all been terrific and very helpful. Thanks for providing these visiting options.

It would be great if they were an hour long but I understand time frame and other family’s also need to see there partners etc. Just also for the record I’ve found the Booking Staff and the Guards on the Video visits at the Kirkconnell Correctional Center to be very respectful and polite. Very professional. I must say the same cannot be said about the Parkelea Correction Center the bookings people were nice but 9 out of 10 of the Guards are very arrogant and rude and have no respect what so ever for family visiting inmates there. You get spoken to like a piece of rubbish, very unprofessional to say the least.

It would be great if they were longer and better connection. As they keep dropping out. Also would be better with 2 or more visits a week

It would be great if video visits could continue. We have family interstate that have been able to see my brother more regularly.

It would be great if you continue to have Video visits as a lot of family could visit the inmate more often.

It would be great if you were able to book online - provide all details required have them checked and then booked. Makes it really hard if you work fulltime and cannot be on the phone constantly on hold or re-dialling to get through to book. On occasion I have gotten through to be on hold for a while then the call to be hung up or disconnected. That is my biggest frustration. Other than that everything else is great

It would be great to continue video calls, please. Even after the Covid restrictions. We live too far away (4+ hours) to visit regularly and it is much better than the 6 minute telephone call. You can have meaningful conversations which are wonderful. Also children can participate in a safe environment. Please continue if possible.

It would be great to get hour-long visits sometimes. Half an hour doesn’t feel like enough time. It would be great if Cisco Jabber was not the software used as it doesn’t work on either my PC or Mac. Zoom would be much better. Otherwise I am satisfied, although of course I am anxious to see my partner again as I have not seen him in person since February.

It would be helpful if at the end of a video visit we could book the next one. Only having a 2 hour window in which to phone and arrange a visit is very limiting.

It would be much easier to book online without having to wait elongated periods and then have a dropout. Parlea was horrendous.

It would be nice to bring back physical visits without the social distancing

It would be nice to have a few minutes before the visit to check I.D. and making sure the right people are identified for the video visit instead of using the 30 minutes we are given to talk to our loved ones.

It would be nice to have an online section to book a visit from overseas

It would be perfect if the visit went for one hour
522. It would be really good to be able to have more than 1 visit a week. It would also be good to have an online booking system or something, as when I call to book, I get hung up a lot and put on hold for long periods of time but I understand if you can't do that due to security reasons.

523. It would be wonderful if we could have more frequent video visits as we live 4-5 hours away and have to stay over night in Kempsey. This is why we can only come down once a month. The staff at this facility are extremely helpful, kind and thoughtful and treat us and our loved one with respect.

524. It's a great initiative. Me and my family is very satisfied with this option of video chat as we can't visit the facility in person.

525. It's a great service both to visitors and inmates to improve visitation, health and wellbeing and maintain close contact.

526. It's been good to see inmate

527. It's been great as I live hours away from the facility, but a little longer visit than just 20 minutes would be great.

528. It's really annoying that most of our visits are cut short due to poor connection on your behave, also I always get told time is up when my email states I get a full 30 minutes

529. It's very upsetting frustrating to have the video link for the inmate and the visitors to try and connect and get cutoff all the time and the time is not enough and having a personal visit is by far the best

530. It'll be great to have it as an option especially for families like us that live interstate and can only come up during school holidays, holidays etc that we can still see our loved ones and know they're doing well. Thank you

531. It'll be great to have video calls as another option of seeing loved ones especially for us that live interstate. We are very limited to travelling into Sydney to visit them weekly so to have the option of video calling would be amazing

532. It's a great resource

533. It's a great service, convenient. Hard to book in visits and sometimes technical issues but generally ok.

534. It's completely understandable that everyone needs their times for visits but 30 minutes to see a loved one or someone you care about that is locked away isn't fair. I personally think that an hour call would be much preferable as it's just the right amount of time to catch up and talk about things, also will be helping their mental health in various ways.

535. It's excellent

536. It's good under the current circumstances but not as good as visiting in person.

537. It's great

538. It's great being able to have video visits but it does not take the pain and longing for physical contact away. I much prefer physical visits-thank you.

539. It's great. Thank you so much for the opportunity

540. It's inhuman and against human rights to take away physical contact and I strongly believe that effects my partners connection and his mental health
541. It’s sometimes, not always, difficult to book visits. I have been on hold for up to an hour or more at times, so anything to improve that service would be good.

542. It’s tricky making contact with Parklea to make a booking. I have rung on two occasion up to 200 times to make an appointment and been on hold for up to 50 minutes. It must be very challenging for the operators receiving the calls. It has only been doing this survey that I became aware you could book a visit via email. If that’s the case it might help to publicise this option.

543. It’s very convenient and less stressful to have a video call, this should be always available.

544. It’s very hard to get through to John morony correctional visit bookings. It’s much easier at dawn de las. Sometimes it takes me over 100 phone calls to get connected.

545. It’s would be great if u could booked more then one visit and could booked online too

546. Its been much better than just a phone call as living in SA I cant get to Sydney often even when Covid not around. Staff have always been friendly and helpful

547. Just a comment, nothing is better than seeing a love in person, video visits are good but personal contact is always better.

548. Just double check you put the inmate in the right place the same as the link you sent to the inmates families

549. Just keep it going

550. Just keep it up outstanding!!!

551. Just longer pretty please

552. Just make sure the operators make the right bookings so there’s no confusion.

553. Just please keep these video visits, it is too hard to travel interstate and just having a video visit means the world to me

554. Just the connection... we had a black screen and could not hear each other....

555. Just to have longer time if possible

556. Just to make sure the camera is working on inmates computer so we’re able to see the inmate. Other than that think it’s a really good way of communication. Especially for elderly family members that have trouble visiting inmates.

557. Just to say thank you to the Dept. of Corrections for organising them.

558. Just to say we have seen a significant improvement in my brothers well being. Thankyou to all who have supported this concept and made it happen you have made many families very happy Thankyou.

559. Just to work on the technical glitches and lagging.
Making the time duration longer.

560. Just want normal visits back

561. Just wish I could do it for the full 30 minutes. Wa sad that it didn’t work till they changed the headphones she had.

562. Just would like the visits available during the week as well. And more time.
563. Just would like to say thanks for the video link-up means a lot we still get to see my nephew as it’s been really hard at this time.

564. Keep it going - as an option for people unable to personally visit due to sickness, distance and so on.

565. Keep the video busy as an option. It can be hard to do the long drive and with the video visit we are able to see them like FaceTime. It’s been so good for our children

566. Keep up the good work

567. Keep up the great work, it is very much appreciated.

568. Keep video visit so people can have the option to travel or do video

569. Keep video visits going for good

570. Keeping video visit in the future for the people who can’t go see loved ones would be great

571. Later afternoon visits online if possible

572. Length of time would be great if it could be a bit longer

573. Length of video visits should be longer

574. Length of visit is not long enough

575. Lengthen the time of the video visit from 20 mins to 30-40 mins.

576. Less background noise, better earphones for inmate to listen with

577. Less wait time to connect when calling

578. Less waiting time on the phone to book the visit.

579. Let it go for a bit longer.

580. Let other close friends and family members have the video link with a family member that have been regular visitors.

581. Let people know if your not connected to wifi the video call is shocking

582. Let physical visits come back on

583. Let the calls go longer and allow a photo to be taken

584. Let the inmate fix or hold the camera as we can’t see them and lighting is bad. Video tome needs to be longer and to let others join without being in the same room. And not
To hold the inmates for
So long in the waiting cells

585. Let the inmate get a drink and some chips for the visit

586. Let the inmates have longer then half hour

587. Let the video go longer or let the visits back

588. Letting a family member know that the visit is not going ahead and why so that the family member doesn’t worry about their loved one.

589. Like any situation there are pros and cons to everything. I think the video visits are great in instances where inmates may have sick and terminally ill loved ones that cannot travel far, or where visits are subject to box visits as this will reduce the number of unnecessary visitors at a correctional centre facility. It’s also beneficial for interstate visitors as it won’t impact on them financially. Overall my experience has been reasonable in most case’s but I hope contact visits will be something that will still be considered in the near future as it’s just not the same not being able to hug and kiss your loved ones who are already absent from family/friends to begin with
590. Like it to be a little bit longer
591. Living in WA the video chats have been most welcomed. I would like for them to continue after the reopening of contact visiting.
592. Living some 3 hours from the facility was always going to be a challenge, the video visits have been great during this pandemic, however I do enjoy the face to face visits and the length of the visits are more suited, however 30 minutes is great on the video. Thank you for offering us this opportunity to still be connected to our loved ones and to reassure them we are still there for them.
593. Longer
594. Longer calls, easier booking process, preferred visit time taken into consideration, more frequent video calls throughout the week if no contact visits are available, guards to not be annoying when they come to check the inmate
595. Longer connection with the inmate
596. Longer if possible
597. Longer sessions
598. Longer than 25 minutes
599. Longer than 25 minutes would be good, and please make sure the jail is more organised with charging the tablet, thanks.
600. Longer then 20 minutes would be awesome plus visits on both days of the weekend.
601. Longer time
602. Longer time and more than once a week
603. Longer time for visit
604. Longer time for visits!
605. Longer time please, if my partner could show me his art work his been doing please.
606. Longer time spent on a video chat would be great. Other than this the process of booking is easy and the connection most times has been stable
607. Longer time with options for more days
608. Longer time would be much appreciated and minimum of 3 video calls a week would be perfect!
609. Longer time’s
610. Longer times make sure that there ready on time and not having technical difficulties
611. Longer times, more accessible booking times or use of online booking system for people who work, better headphones for inmate and make ergonomic changes for inmate to be in frame and level with the tablet.
612. Longer times, we have gone from 5 hours of face to face visits over a weekend to 25 minutes of video visits. That is really disappointing. Not good for the mental health of inmates or families. More options to book in. Having to try to call and struggle to get through to book a visit is not easy when you work full time. Some weeks it takes 3 days to actually get through to book the visit. Online bookings or more staff available to do phone bookings would be appreciated. The iPads being lay on a table equate to a visit where you can see up the persons nostrils the whole time. Could they maybe hold the iPad or could they be mounted on a wall or on the table on an angle? Zoom (which is being used now) is much better than the platform they were using at the start, but it has moments of dropping out.

613. Longer video calls.

614. Longer video calls. 25mins is never enough.

615. Longer video visit times would be awesome especially for people who have medical issues and who can't travel long distances

616. Longer visit

617. Longer visit times would be great

618. Longer visit, More regular visits then one a week and also allowing for more visits to be done at the same time so they aren’t booked out within the first 3 hours on a Monday.

619. Longer visits
   More available per week
   I still would like face to face visits sometimes

620. Longer visits

621. Longer visits
   More than 1 per week

622. Longer visits, it would be really really nice if we could book later ones too, after work / dinner time / night visits. I think if it came an option families would pay to be able to book later visits, it’s just nice to be able to have contact with your loved one whenever possible and make them feel connected as possible to their families □ We miss them so much, more during isolation & no visit allowed :( 

623. Longer visits 25 minutes is not enough and the video you can’t always hear and isn’t always clear and connection issues

624. Longer visits and having the link work properly so we can always get to see our loved one sometimes we can’t see them but they can still see us more variety of times slots

625. Longer visits and more availability and video visits aloud in evenings 4pm to 6pm would be great

626. LONGER VISITS and MORE THEN THEN TWICE A WEEK AND prefer to bring back face to face visits

627. longer visits and on more days like in person visits.

628. Longer visits for family calls.
629. Longer visits no dropouts
630. Longer visits with more time options
631. Longer visits would be amazing. But also at Shortland you call on
       Wednesday for Saturday bookings and on Friday for Sunday bookings but sometimes
       they tell us when we call on a Friday that all bookings have been taken (so he doesn’t
       get a visit) so I think they only have limited visits allowed so some inmates miss out
632. Longer visits, and not pixilated next time.
633. Longer visits, every day availability, more than one visit allowed in the week.
634. Longer visits
635. Longer, more personal,
636. Longer!!!!!!! Have the video call start on time. Let the inmates be closer so
       let them either hold the tablet or have the laptop in front of them so we are able to
       see them clearly.
637. Loved the jabber guest visits easy to use better quality video and sound,
       hated the zoom visits very poor sound quality found we both became very frustrated
       and ended visits early
638. Make A/V bookings available online as a regular feature. Show the available
       timeslots, and have more frequent times to book instead of only Mondays.
639. Make it at least a 30minute video visit and adjust the angle of the screen so
       we can see our loved ones better. Thanks
640. make it longer
641. Make it longer please
642. Make it so that it works in iPads and computers not just hand held devices
643. Make more bookings available
644. Make sure the conditions in the room are working prior to connection.
645. Make sure the equipment is working prior to starting the visit so that visit
       time isn’t wasted trying to get equipment to work
646. Make sure the sound is good before leaving the inmate who does not know
       how to fix it.
647. Make the booking process easier for example online or the ability to book 7
       days a week and perhaps more than a week ahead
648. Make the length of the call more at least 45 min to an hour as it is not
       enough also the link needs to be worked on as sometimes it doesn’t work
649. Make the video environment a bit more Cheerful
650. Make the video time longer and to make the starting time when you actually
       see the inmate and not 5 minutes or so later
651. Make the video visits longer per sessions and be able to have more than one
       visit per weekend. My partner is in Wellington CC
652. Make the visit time longer.
653. Make the visit times longer and don’t include the id check in the visit times
       because it cuts it so much shorter
654. Make the visits longer or more frequently throughout the week. When
       people visit every weekend face to face, two video visits for 20 minutes a week just
       doesn’t cut it.
655. make them 30mins
656. Make them a bit longer
657. make them longer
658. Make them longer
659. Make them longer and have more visit time available in afternoon or evening and maybe weekday visits
660. Make them longer and notification if it’s not going to go ahead.
661. Make them longer sometimes it takes so long to connect or for the officers to check ID and then go to the inmate or their is problems on there behalf that you only end up with a very short visit especially if you are waiting all night to see them and it’s over quickly it makes you think what even is the point put contact visits back on!
662. Make them longer, some centers get longer than others 20mins isnt long enough
663. Making it a 1 hour video call visit instead of 25 minutes and also allowing the inmates to have 2-3 video call visits instead of just 1 per week. This could apply specifically for inmates who are in minimum as they should have more privileges.
664. Making more visits available to inmates, rather than 1 visit a week.
665. May be longer talk times for those who live interstate would be nice for it to be a half an hour in length would be nice.
666. Maybe 45 minutes increase In chat
667. Maybe 45 minutes per visit? However the current 30 minute video visits are much better than a 6 minute phone call.
668. Maybe a bit longer
669. Maybe a fifteen minutes longer, if possible.
670. Maybe a little bit longer then the 1/2 hr. But I do not mind as there are probably a lot of inmates to get them.
671. Maybe a little longer
672. Maybe a little longer visit
673. Maybe add into email the preferred days for centre to receive booking email just in case it changes. I’m really just winging it on making appointments. I think it’s Friday to Sunday. Thanks
674. maybe allowing more people on the screen there is no harm in letting everyone say hey and maybe a bit longer time and allowing the inmates to do it in a room maybe not in the box area cause we can hear other peoples conversations to other than that not just PLEASE CAN WE HAVE CONTACT VISITS BACK
675. Maybe be able to move the screen so I can see my son better.
676. Maybe better bandwidth at your end? And a a chance to have more than two video visits a week would be great / thanks
677. Maybe extending visit length.
678. Maybe half an hour would be a nicer amount of time over the 20mins
679. Maybe having a room where there is less background noise would make it easier to hear the person. Also, the process to add visitors is not available at the moment which makes it difficult for new people to join the video.
680. Maybe it could have the camera focused closer, the face of the inmate takes less than a eighth of the screen.

681. Maybe just a little bit longer would be good

682. Maybe longer calls
   45 minutes is too quick
   I suggest 1hour 30minutes

683. maybe make visits a little longer

684. Maybe more people to take phone bookings. But generally they have been great. Everyone I’ve dealt with has been very professional and helpful.

685. Maybe more time’s or days available for visits

686. Maybe more visits during the week

687. Maybe offer hour visits at least once a month

688. Maybe some flexibility in length of time?
   Or an occasional double session allowed depending on booking schedule.
   Notify the inmate in advance so he knows who to expect on the call.
   All in all I think this is a fantastic service and am very grateful that it has been introduced. Kirk Connell is not easy to visit and I know my dear friend in there gets a great morale boost by able to keep in touch with his loved ones that care about him.

689. Maybe the length of the visit maybe allow the inmate to buy a pack of chips and a can of coke or chocolate while on the visit maybe also add online bookings...
   for even just video visits if not contact visits then if someone can't get through to visits instead of the frustration of having to redial 100 times for any sort of visit we can just book a video visit ourselves online if we wanted one then would make it easier to book contact visits also

690. Maybe the officers could help the older non computer literate inmates with getting set up, especially the sound.

691. maybe the quality the length of time the video call goes for and also fixing the AVL calls for clarence correctional centre my loved one is in there and I haven’t been able to have any visual contact since he was one of the first lot of inmates to be moved to that jail really unacceptable for a new jail. All these sorts of things should be up and running before a new jail is open especially when we are dealing with this covid epidemic very disheartening

692. Maybe to have a choice of an Half hour video visit or an hour , video visits available every night and that you could go online yourself to make a booking even the day of. Otherwise I’m so grateful for them to be able to connect with my son. So thank you.

693. Maybe with video visits have a online booking system for family who work and can’t get to the phones at 9am or they miss out or come up with a system where the inmate can help with who they visit as having issues of only 1 person taking about both weekends constantly meaning family don’t get to see the inmate as they don't have time to sit on the phone due to work commitments and when they do get time on a lunch break etc bookings are full

694. Midweek visits would be great. Perhaps 2 visits per week

695. Minimum visits to be on Sunday and also during the week. I work in retail and work every Saturday so now I can't visit my husband. He is suffering from depression and anxiety.
More availabilities such as weekdays. More frequent options such as two a week. It would be nice to have one avl and one face to face per week. I find it’s great for the inmate to connect to elderly relatives whom can’t travel to jail. So it would be great to have it as a regular fixture. However I think it should be in addition to face to face and not to substitute one another. Further, the visits should be longer even just to 45 mins would be fine. When there is multiple people booked 25 mins isn’t long enough.

More availability and get an online booking system

more booking days available

More calls in a week and set better position

More family other than just two, maybe explain that you click on the link they send to connect rather than go straight to the app.

More frequent access to the booking line. Full time workers cannot make repeated calls all day trying to get through. On one particular day I dialled 52 times before I could get through; that is unacceptable. Bring back actual visits, relationships will break down and mental health is being stressed.

More information provide it and shorting the booking times. As an online services you should be able to book it online.

More information provided to families regarding the booking process of the videos and when to call for what days, rather than having to call each day and ask for updates or more info.

More often

More often better volume

More operators when your trying to book the visit it usually takes about 100 calls to get through Sometimes more and also back to only one inmate in the room if possible

More phone attendants on the booking line, i can call all day and not get an answer - I now call off 2 phones and can wait up to 30 mins on the line until one answers.

Better connection, the video and microphones have serious delays.wheras once they put him in AVL to call me and it was perfect, I could actually see his face for the first time!

Longer at least 45min duration.

Tell the inmates when they have calls booked in, it allows them to know when to go to the video rooms and will help keep to schedule so no ones late and family and loved ones aren’t put through more trauma.

STOP DOUBLE BOOKING US! it’s traumatic and unfair to us who have done nothing wrong. So disorganised, I don’t expect prison to be an easy ride but my first ever contact with the system and I am appalled at how archaic and messy the system is! Though possibly designed like this to torture everyone involved.

More reception so the video call doesn’t cut in and out

More slots to be available on your peak hours. Around 10.45am

More stable connection so that the call doesn’t randomly drop out. Video visits, overall have been a great initiative from corrective services to keep family members connected with each other.
711. More staff on the visits booking line so it’s easier to make bookings - often needing to redial up to 20 times a day, and often get string hung up on/disconnected from booking. It’s very hard to juggle access to the line with work hours.

712. More than 20mins would be good, camera setup to see the person clearly front on.

713. More time

714. More time allowed would be appreciated

715. More time for the visit, more visits for people with children because they are the ones who are affected the most, better light in the video rooms

716. more time please
    30 min is too short

717. More time would be appreciated!

718. More time, and more closeup zoom

719. More time.

720. More video chats be offered, better reception and maybe have a text message 30mins prior to appointment so the centre can have the inmate ready to go so you get all of your time slot

721. More visit time

722. More visits

723. more visits available, option of time and day, clean cameras,

724. more visits per week would be very good

725. My family and friends love it. the visit could be a bit longer ☺️

726. My family are grateful to be able to see our Son/Grandson/Brother we are unable to make the drive to Nowra. The Staff when making the bookings and when checking our IDs are always friendly and helpful Thank you

727. My friend has been released but if I ever had to do this again, I would appreciate having the option of the visit via videolink. I visited, as part of a roster system, so was unable to visit as often as I would have liked. However, with the videolink, I would have had the opportunity to see and talk to my friend more often as, with the 30-minute blocks, there was a greater opportunity. I was also limited to weekends with physical visits, which wasn’t the case with the videolink.

Loved it!

728. My mum has answered these questions for me on my behalf as I live overseas

729. My online account keeps getting blocked ?

730. My only issue was the camera wasn’t working efficiently

731. My parents are elderly and are unable to fly due to health issues, given my brother is an inmate in a Sydney facility and my parents living in Queensland using the AVL function on going would be amazing.
732. my partner is in nsw parklea and I live in qld I try to ring for a visit and can’t get thru most of the day then it’s booked out then they tell me they’re having phone trouble and short staff how is that my fault I live 14 hours away and just want to be able to see my partner

733. My son is I. Silverwater Men’s, not shown on Screen selection so keyed in Silverwater, Female

734. My son was at Karioing and I had no problem gaining video visits. The staff were very helpful. Since being moved to PARKLEA over 4 weeks ago I have not been able to book one video visit. The staff are very unaccomodating and just say nothing available everyone I call. As I live over 400 kilometres away it makes it very hard to remain in contact with him only being able to make a six minutes call and only if a phone is available

735. No am happy to have the service. Thank you.

736. Need more time

737. Need more time for visit 40 minutes atleast I recommend.

738. Need more time to call and booked has waiting time very long on phone to Booked in maybe email or online booking

Need more time in call maybe 40 mins specially for family in different states

739. Need more time to talk with the families

740. Need to be longer and more flexible with the times - forcing people to have 8am on a Sunday or not see their loved one at all is unfair especially as it is happening week after week - if someone was forced to have an inconvenient time one week they should be a priority the next

741. Need to improve connections but this is may be as the facilities internet not great in the area

742. No
but would like to see her in person and her Sons miss seeing her

743. No all good

744. no as this is the safest and easiest way at the moment to protect all involved in process thankyou

745. No comment

746. No everything was great

747. no i am very satisfied as i am in my 80s and travelling is quiet stressful these days much more relaxed at home thankyou i hope you keep up the video visits

748. No I found it great

749. No I think it has been a great tool so far

750. no I think it is pretty good it is just the internet

751. No I think you are doing great but sometimes zoom stuffs up last week we got about 5 minutes because of zoom freezing but I no the jail are doing there best thankyou

752. No I’m happy I see my partner more then before because I’m in Perth and his in Hunter Correctional centre

753. No I’m satisfied

754. No I’ve been happy with how they have been run at Shortland Correctional
755. No it all runs smoothly, & I really appreciate being able to use this video for visits, but we have had a couple of videos that the picture was very blurry
756. No it is a great idea
757. No it was a brilliant way to be able to communicate with us living in the uk. We got to see our loved one's face again.
758. No it was fine, connection was a slight issue but overall was great
759. No it was sufficient
760. No it's great as it is
761. No it's a great idea it would be good to keep doing
762. No just bring back contact visit
763. No just bring back contact visits !
764. No just email option for booking or lock bookings for overseas visitors.
765. No need to improve anything. Please consider keeping the AVL visits as a permanent way to visit for international visitors to see their loved ones. It has meant so much and Corrective Services have done a phenomenal job in setting this up.
766. No not at this point
767. No not really- we've learnt to say goodbye 5 minutes before the call cuts out- that was the only problem the first few calls- as we thought they went for 30 minutes but they are for 25.
768. No other comment but would just like to said as I am glad that we can have the video visit with our son because we can still see him thank you for having the video link up's
769. No quite satisfied
770. No suggestions
771. No suggestions at the moment, but keep up the good work .. thank you so much for supplying this service so that all families/friends can connect with their loved ones ...
772. No suggestions but they're a great idea as I have medical conditions that prevent me driving to far so this way I still get to see my sons
773. No thanks
774. No the visits are perfect and make it easier for me as I live in Wollongong
775. No very happy to see inmate. Thanks
776. No very satisfied
777. No very thankful for the good service
778. No we thank you for this service that we can stay in contact from South Africa
779. No ya...thx
780. No you’re doing a great service!
781. No, it was very successful
782. No, these video visits have been great. I’ve been able to see my nephew weekly/fortnightly as opposed to one face to face visit a year. Thankyou.
783. No! I think everyone and everything are tee perfect!
784. No. I feel as though this is the best thing the Correctional Service has done.
785. No.. But again it is a great way to stay in touch & I am sure the inmates are happy to see family or friends during there time in the correctional facility. Well Done

786. None

787. None I can think of.

788. None really. I was happy with overall experience

789. None we are very happy the booking ladies have been very friendly and professional we would love these video visits to continue if possible

790. Nope all runs well.. and myself and my family r very very great full that we have the option to see our family member in this horrible time we r all having.. big thanks

791. Nope a reckon its pretty good

792. Not

793. Not a glitchy a little longer like 40mins but by far perfect I got to see my loved one

794. Not at all... it is what it is.

795. Not at the moment

796. Not make people wait on hold for hours to book

797. Not really

798. not really except that jabber was alot easier,I dont think ill use video link again tho far to confusing and frustrating

799. Not really just loose time while setting up etc

800. Not really so thank you

801. Not really, but it would be an added bonus to be able to have them twice a week if we wish to? Thanks for the opportunity to do this survey. A great idea.

802. Not really, but that physical touch will always be paramount when it comes to visits.

803. Not really. Hope they continue.

804. Not so much the Video visit but the customers service skills of some staff who make the bookings could be better. Tone of voice and sharing the process might be a good start.

805. Not stop video call

806. not their fault but getting on to book visit took a long time a short video clip of how to use video link attached to booking notification would be very helpful

807. Nothing

808. Nothing

809. Nothing but personal visits now and again would be good for my and his mental health. We’re both I’ll and also suffer from type 1 diabetes which is affected by stress and glucose levels

810. Nothing to improve everything runs smoothly and the system is great in my opinion. I would like to thank everyone involved for making this system easy to use and available to everyone, it makes it a lot easier on families with sick or elderly members who can’t travel long distances to connect with their loved ones.
811. Nothing to improve, the video visits have been brilliant for us as I have a 3 year old and we are interstate. It’s meant that my son has been able to see his uncle and connect more frequently with him which has been of great benefit to my son and brother. Thank you

812. nothing to say

813. Notifying family/friends that the video visit may fall within a time frame and not necessarily start on the exact time, there may be a wait.

814. Now used to using to using this way to visit
But it did take a while. Still would like to see my daughter in person

815. Offer headphones for inmates to use so it can be clear as they struggle to hear when my partner is sitting in a box visit with the room echoing. I preferred when he was in the avl rooms it was more intimate able to have a proper conversation (south coast)

816. Offer them as well as contact visits so either option. Longer times would also be good.

817. Offering mid week visits after school hours

818. officers to be more helpful

819. On occasions particularly early on in the process, visit times have started late, by up to 10 minutes sometimes. This has not been as pronounced recently. I tried to book an afternoon visit one week but was unable to as morning times had to be filled first. Subsequently, I was unable to visit that week. Would be good if afternoon visits were also equally optional.

820. Online booking option.

821. Online booking please. Quieter background. Give inmate a bigger headphone set. Different/adjustable camera angle. Looking up inmates nose isn’t good. See too much above inmate’s head and not enough face. Move them back a little?

822. Online booking process would Make things much easier

823. Online booking process. Longer visits.

824. Online booking should be an option once you are in the system and have done a few calls. This would make the process much easier.

825. Online booking system would be good.

826. Only I would like the inmates to be able to have 2 video calls per week.
Other wise I found it fairly easy to do
I appreciate being able to see my son who is 4 hours away from me on a regular basis as it would be an overnight stay and I can’t afford it

827. Only one improvement: Very hard to make booking. It’s either have to wait for very long time or doesn’t get through.
Yet, the officers are very nice and helpful! It’s always pleasant when someone answers the call.

828. only that 25 mins is too short , 40 mins would be much better thanks.

829. Only the booking process. Although i didn’t know there was the ability to book online so i will look into that option. Because the only problem i have had is the wait on the phone to book a visit at times it has been up to 30 minutes . But all in all very happy with video visits.
830. Only what I mentioned previously. I think they fantastic option to add to face to face visits

831. Open normal visits. Extend the time of the video visits

832. Open the visits back up so we can see them in person!

833. Open up time frames of visits to extended times and period throughout the day

834. Option for other visitors to log in to the meeting on their own device - allows everyone to join in, extending visit to one hour - more than visit per week. Including some weekday visits

835. Optional length of time would be great i.e. 30 mins or 1 hour. The telephone staff at John Morony Correctional Centre are ALWAYS professional and extremely helpful.

836. Options for evening video visit during the week as well at the weekend would be great and multiple video visits for each inmate would be really beneficial for them and also their family and loved ones

837. Organise a call back system

838. Other than allowing more time on the visit, I think it’s a wonderful thing. Especially for the families who live interstate. I really hope it continues. Thank you

839. Overall I think it is very successful for what it is.

840. Overall is is a good system and the correction officers are very polite. The problems are when there are connection hiccups at either end, sometimes these are caused by weather and or telco problems.

841. Overall it was good

842. Overall it worked well

843. Overall quite happy with the video calls due to now living interstate and being able to now see the inmate. My suggestions on improving them would be increasing the length of time to what the visits were in person (1.5 hours). Thank you!

844. Overall very satisfied

845. Parklea booking line is always answered after 1 hour of waiting all the times. You have to call early in the morning on Mondays as always told by the staff themselves otherwise no chance of getting slot. When they send you booking confirmation which is send 1 day before booking day and not given when you call you end up getting slot that does not suit your timing as you are working. Staff is quite unprofessional and the process needs to be looked into specially in Parklea as I never have such issues with Silverwater.
846. Parklea improve the bookings line, shouldn’t have to take 5 hours to just get thru or hung on up. Sometimes takes days calling at 9 am and still not to get thru time consuming!!
Also the staff, there’s no need to have an attitude on the phone or when we ask a question.. it’s your job learn to be mindful & helpful.
I’ve found out more info myself then the staff on the other end I end up telling them what’s going on and how Tode their job not impressed.
You could also explain the process on the phone if you are going to send the confirmation booking straight away while on the phone or if it will be sent within 24hrs. It’s very confusing especially when you spend 2 days trying to get thru for a booking..
Parklea booking staff are very rude, patronizing and not helpful.. do you get training Tode your job? because it doesn’t seem like it.

847. People on phone are very nice make you feel comfortable

848. Perhaps a “waiting room” can be established if you click the link before the allocated time.

849. Permit twice a week visit with 45 minutes = once a week actual visit.
Safety in the video room and rules of the visitors.
Always under surveillance because hard to control is the part of the visitors.
Therefore, the visitors members identification must be needed.
Encourage using video visit only because the spread of covid-19 or visitors are too far away for the visit.
Important: Encourage to use video visit to help inmates on learning or paid course.

850. Personally I would prefer face to face visits, it would be much better to see them in person. Conversations feel more private in person. But I think video visits are a good option for those with kids/elders that cannot travel or make face to face visits.

851. Please allow visits to occur later during the day for people who work or are unable to speak during the day.

852. Please bring back contact visits.

853. Please bring back contact visits. I understand video visits are great for inmates in remote areas that are hard to get to, but not having contact is absolutely crushing myself and my partner. We have never been away from each other this long during our 14 year relationship.

854. Please bring back normal visits.

855. Please bring back visits.

856. Please change the video program to a third party app to make more simple and easy to use for elderly that have no idea about using these apps. Please take my feedback seriously I appreciate your service.

857. Please continue this service. It is really appreciated.

858. Please ensure that all staff are trained in zoom software to minimises eating into inmate’s zoom visit - it’s frustrating when you are the one who is locked out and then you get a phone call asking if you still want the visit when you are wait online to be let in - and then your visit is cut from 30 min to 15 min and your not the one at fault - please be mindful.

859. Please ensure the inmate is isolated so they can be heard and vice versa.

860. Please extend the duration of video visits.
Please extend the length of time for each visit, and if even more possible that that, please bring back face to face in-house visits so my inmate can see our daughter please.

Please find a way to improve the connection/internet coverage to ensure the inmate and visitor can have a stress free visit. The link is constantly freezing or the words are coming out like a robot. This causes frustration on both sides but especially the inmate because of a technical issue. It just shouldn’t happen in this day and age.

Please give us back contact visits it’s already hard that our loved one is incarcerated, but not being able to hold them and kiss them is like being tortured

Please improve booking process. I was told there are only 3 lines available. Constantly engaged, IMPOSSIBLE to connect with. When I finally connected the line dropped out at their end. SO frustrating.
When I called the main reception to enquire I felt like an inmate myself with the rudeness of the telephonist. Please treat us with respect. The situations we find ourselves in are stressful enough.

Please include at least one weeknight/evening visit time as people who work on the weekends, may find it hard to organise a video visit if it is available only on weekends.
If the duration of the visit can be increased to an hour at least one out of two visits would be good.
Please introduce online booking in addition to the phone booking so it will be easy for people who work during the day to book appointments after 3 pm too. Because sometimes have to wait quite long time for an operator to answer.
I would like to thank the staff who organise the visit for there friendly and helpful manner when we call to book an appointment. Most of the time they try their best to get our preferred time. Also very efficient in sending the confirmation via email and also text messages on mobile. The overall experience of these video calls are very satisfying and pleasing. We feel it is a God given gift for people like us living interstate who otherwise would not have been able to see our loved one regularly. Please continue this permanently at least as an option for people who live far away.

Please keep them going, I get to see my son every week with the calls as I live in the USA.
He needs to be able to visit with his family.
My mum also calls him from Queensland.

Please keep them going! I live overseas and it’s the only way I can see my son

Please keep this

Please keep this going it is a great system

Please keep this going!! I physically haven’t seen my dad since 2016 and he physically hasn’t met his grand daughter so these video calls have been a blessing

Please keep video visits ... very convenient as I live out of state and as I know I’m the only person who visits the inmate regularly
873. Please leave the video calls do not get rid of them... the travel time for me to see my loved one is very draining.

874. Please let other people other than family to visit. We are from Mexico and we want the inmate to see his friends and cousins as well.

875. Please let us see our loved ones.

876. Please make it permanent!

877. Please make more jabber slots available as zoom is bad quality thank you

878. Please make permanent or I will no longer have contact and my son is in Australia without a support system

879. Please make the videos longer ;)

880. Please make the visit times longer.

Include evening visit times or later in the day like 4pm 6pm 7pm

Don't have someone listening directly to the conversations

881. Please make them longer and more than 1 visit a Week

882. Please make this a permanent basis, otherwise I would never be able to see my son.

883. Please open the Correctional Centre however have Video Visits available from now till the end of time.

884. Please seriously consider continuing video visits as it makes life alot easier. Parking and finding the time to visit can be difficult. I work full time Mon to Fri and find the video easier than taking time off during the week.

885. Please we want to see our loved ones... this is so sad

886. Please, if is possible I'd like to ask you to keep that tool as way to talk with the inmates.

887. Pls allow video booking by email as well

888. Pls consider if i recived video booking for a saturday, could u allow other members of family to book on the sunday vice versa, esp wen its coming from overseas, & esp to give them a late afternoon video call bcos of time difference. Thanku

889. Pls continue with this feature and service and allow children below the age of 5 to be included in video calls without a hassle/ clearance.

890. Poor Video visit service at Parklea Centre - all my bookings were postponed and never eventuated. Long Bay Hospital Centre provided helpful booking service. The ZOOM facility worked well for my computer but CISCO JABBER facility never seems to work or incompatible with mine.

891. Possible lengthening time of visit, and possibly being able to visit more than 2 times a week.

892. Possibly displaying a countdown clock to show how much time is remaining on the visit. Allowing the inmate to see themselves on their end as I do on my end.
893. Prefer the face to face contact visit. Given the current circumstances of COVID, we had to adjust for the safety measures of the visitors, inmates and staff. The face to face contact is necessary.

894. Prior to my first visit I was very well assisted by a technical support person who was very kind and patient with me. Since then I have not needed technical assistance - I wish to express my gratitude to whoever it was who looked after me.

895. Privacy or a female officer for veiled women to be able to unveil during video call

896. Probably for us as a family more time to talk as we always have so much to share and laugh about

897. Problem with the sound.

898. Providing more availabilities and longer visits

899. Put more people on switch as over an hour on hold is a lot especially when people are working or online booking would help

   Thank you for letting me have say and thank you for all you do

900. Put more staff on to and answer phones on booing days we all have lives outside very hard to book when working business hrs.

901. Put the tablets level with the inmates face. Increase the time of visit, better access to the booking line, quite often doesn’t answer or instantly disconnects.
    Those headphones retail for $12 at Officeworks and they are crap, my inmate is older and can’t hear in the hall with the other inmates. Allow well behaved married couples to have private conversations.

902. Question 15 regarding visits, Multi choice answers do not cover all scenarios.... All future visits- half of future visits... etc. I would like to continue using video link visits and also the option to visit correctional centre when in the state. (live interstate)

903. Quicker connections, clear sound, adequate location with better lighting and longer duration of video call plus, frequency of video calls.

904. Quite good

905. Recommend this to family and friends when love ones can’t travel and family being in hospital

906. Removal of the designated day for inmates to receive their video call

907. Respect for the families and inmates by the wardens. It’s appalling. And why is it predominantly Indians working there? No one ever answers the phones. You ring for hours and get nowhere. Wrong phone numbers are given and you get bounced from one rude person to another.

908. Sally who books the visits at John Morony CC is very helpful & easy to deal with! Although maybe there could be more people attending the incoming calls for a more smooth booking process. Or make booking online an option if possible.

   From 2 hour contact visits to 30 minute video calls is a big difference. If video calls could be extended even if it’s a extra 10 minutes. Families & inmates would be a lot happier.

   Overall, it’s been great having video calls during this pandemic especially with young children missing their loved ones.
909. See my previous comment which included feedback and suggestions.

910. Seeing inmate in person is much better, also is better for their mental health, especially if video call was disrupted by inmate not being able to see or hear me many times through it.

911. Select an appropriate time that is suitable for us.

912. Seriously re ensnare my visits face to face. This has been covid excuse for too long. If I can protest in the street why can I not see my son. Must be so easy for guards. Now. Was all too much effort for them to treat visitor respectfully before this!! Problem solved now I guess!!! A full shakedown of process n behaviour of guards when it does restart if ever !!! My dissatisfaction with this whole setup is appalling. My last face to face 2 hrs visit with 2 hrs on hold was 40 minutes whilst being threatened by guard to cancel my visit for ENQUIRING as to why we were left waiting in the waiting room. Now no visits n no info on what n when they will resume. Life is hard enough without this !!! N innocent until proven guilty. Is not the case. He is in remand. N being treated no better then a guilty dog. N I get treated the same way !! N yes I've complained servers times not even an answer.

913. Set the device so the inmate looks across at it, rather than them looking down, as it is hard to watch the screen when you can see the ceiling lights glaring (it shadows their face and highlights the walls and ceiling). Use better headsets with a stick mic attached rather than the soft wire currently in use, as the current set up breaks down too often. Allow more than four adults if family members on visits; large families are finding this difficult (I have students who are quite distressed, who have incarcerated siblings, as their family is split for visits). Allow visits after 3pm - I am a teacher and as such unable to conduct visits during school hours. An extra visit on the weekend would also help, as for many workers that is the only available time. It would be handy to have a separate legal visit, where the inmate, a lawyer and a family member can discuss options and paperwork. My son has struggled with the paperwork to get legal assistance and could have gotten through it with a lawyer in a video call.
Sometimes the screen freezes on visits... maybe need better internet connection in the visit room at the centre.

914. Shortland staff were very helpful and pleasant. Thank you

915. Should give more than 25 mins video visiting time at least 45 mins due to know contact visit. And booking phone line is not good. NSW correction need to update their phone lines or hire more people to take booking calls, high volume therefore hire. At least waiting up to 40 - 90 mins for someone to assist us when calling.

916. Should it be able to have more people on the visit and visit your not cut out halfway through the visit and then you have to reconnect and you’re already missed couple of minutes of your visit visit should be longer especially because where you gonna visit as facility you get an hour visit with your loved one video call you’re only get 27 minutes I don’t get to see my brother very much due to this video visits

917. Since covid 19 has been a major factor in us not being able to visit our loved ones video visits have been good... BUT they will never replicate human touch and how much this distance has affected both our loved ones and our mental health ... Hopefully visits will be reinstated as soon as possible... 4mths without our loved ones has been torture........
918. Since I live overseas, booking process was difficult because of time difference. I had to wake up in the middle of the night. I was not aware that there are other options to book. I only realised when I completed the survey. It’s a pity you don’t notify the families or the inmates that that option exists.

919. Since the visits are short, would be great to get an extra visit in
920. Slightly longer visits if possible. Also Worried that video calls will replace face to face visits
921. So far it is more than expected good work and commitment
922. So greatful to be able to have video calls. Would like this to be permanent as it’s difficult to travel 3hrs each way with a 4year old and when we rely on a driver to Take us. It’s less stressful and doesn’t cause anxiety or depression where as a physical visit does.
3 video calls a week would be great.

923. Software does not work on older pc's
924. Software is extremely complex to setup and use.
925. Some correctional centre have video visits during the week. Why can’t every centre operate the same?
926. Some times it cuts in and out and can’t hear them properly
927. some times ive had trouble with the link and it would be good if we could reconnect when the internet drops out my end. If the phone goes it interups the internet here
928. Some uniformity in booking and visit times across centres would help
929. Some video visits are cut short as inmates aren’t already in the room and have to be brought in after you’ve been identified which can take up to 20 minutes wasting half of the call time.
930. Sometimes long waiting times on hold for booking, email or online booking would be great. But LOVE the AVL visits.
931. Sometimes the connection is not clear. Maybe if that happens we need to hang up and redial in to see if the connection is more clear. Please I ask that they video visit remains permanently as I live in Brisbane and my husband is an inmate at Kirkconnell. I am not able to travel to see him as I have 4 young children and my sick mother to take care of 24/7. This is the only way I get to see my husband at Kirkconnell.
932. Sometimes the connection is poor due to low bandwidth, this could be improved.
Visits could be longer or more frequent.
It would be a worthwhile addition to to have the option of either in person and video calls in the future
933. Sometimes the connection isn’t very good
934. Sometimes the video freezes up and we have to restart the video.
I really appreciate this service and I feel Parklea are doing a great job
935. Sometimes the videos play up and very laggy.
936. Sometimes waiting to book visit I’ve been on hold for longer than an hour..
937. Sound quality
938. Sound quality is not great as I constantly have to ask inmate to repeat what is said. Also calls only last 30-35 minutes even though we are given a 45 minute time slot.

939. Staff are very friendly and polite!

940. Staff at Bathurst Correctional always very helpful

941. Suggest a longer period of video call if possible, say 45 minutes.

942. thank you

943. Thank you - it has been great to still see my brother during this time.

944. Thank you for all that you do and making video calls available!

945. Thank you for allowing and organising video chats during this time. It is very appreciated

946. Thank you for allowing video Link to start in the first place so we can see our love ones in times we can not physically see them so once again thank you

947. Thank you for facilitating this. Excellent use of social media platform in such times. It has eased my interactions and I appreciate your efforts in making it possible. So thank you!

948. Thank you for making it easier to do the video call during this Covid 19 restrictions. Video call would benefit those inmates whose family leaves in other state and can not visit them especially if they have to drive more than two hours.

949. Thank you for providing this service. I find the guards facilitating the visits at Glen Innes to be very kind and professional. This is very much appreciated and they have done an excellent job!

As an overseas visitor, this has really changed my ability to connect with my partner. This has greatly improved my quality of life and my partner's quality of life as an inmate. We would love to see this service offered on a permanent basis, as flying from overseas to Australia is a huge expense for such a limited interaction.

In addition, it would be wonderful to have the ability to visit for a longer period of time. I have had the opportunity to visit at the correctional facility, and visits last from 8am to 3pm. While I realize that this time frame is not feasible for a video visit, even a one or two hour visit as opposed to a 25 minute visit, would make a dramatic impact for all parties involved.

Thank you for listening to my feedback and for providing the opportunity to do so.

950. Thank you for providing us as a family the opportunity in speaking and seeing our daughter on the video meeting. We are satisfied with all aspects of the video meeting.

951. Thank you for such a wonderful service

952. Thank you for the video visits, they are essential during this covid period. The staff, from the booking process to the staff on the day of the visit have been wonderful.
953. Thank you so much for offering these visits. I hope you continue to offer these as an alternative to face to face.

My only feedback is to get the phone lines better organised. Have an alternative method to book and more time slots by using other electrical modes e.g ipads.

Also please try to avoid holding the inmates for so long prior to the call.

Thank you so much for offering this for their families, I really appreciate this service and being able to give feedback.

954. Thank you so so much for starting Video calls! Its such a lovely gift, specially for me, as I did not see my partner for more then 12 years. Living so far (Ukraine), and working of course, it’s almost impossible to visit Australia for a visit! I am very grateful.
Kind regards
Nonna Makarova

955. Thank you! Please put visits back on soon

956. Thank you! Please put visits back on soon!

957. Thanks alot Just I Need you Guys to improve to increase the Minutes of the video calls visit I Need longer time please.

958. Thanks for the video call.

959. Thanks for your assistance

960. Thanks so much for your support with these video visits you all are doing a great job keep up the great work!

961. Thank you for all the work behind the scene that is done to ensure that we as a family can keep in contact through Covid.

962. Thank you very much for introducing this opportunity for family and friends to connect with the loved ones that we have in the centres, I personally would like this to continue as I stay interstate and are unable to travel to the correctional centre to visit my loved one.
Appreciated greatly.

963. The reception could be improved & the caller screen larger. Thank you

964. The ability to see the inmate from head to toe and without a headset on

965. The AVL visits are great it is the zoom ones that are terrible, have not had a decent zoom connection yet

966. The AVL visits have been life changing for my partner and I as we are unable to see each other due to the distance (newcastle to broken hill) which has placed a huge strain on our relationship. It has also allowed him to have contact with his 3 kids who hr otherwise would not have seen.

967. The booking line and having to be on hold for hours just to be told there’s no available visits even when I call first thing Monday morning.
968. the booking process is incredibly inefficient and almost impossible for my elderly grandparents to book however the video visits are ideal for my grandparents who are unable to travel often to visit. the video visits themselves are short.

969. The booking process. 1.5 hours on the phone before it is answered is not reasonable.

970. The booking service was difficult to access initially with the intense restrictions of Covid However, I’m sure that bookings will be easier to make in the future. The staff from booking through to initiating the call were very patient, compassionate and professional. Many thanks to your entire team for enabling us access to loved ones in your centres. The video calls have made a huge difference for my elderly parents to see my brother from interstate who otherwise may not get to see him again. Thank you so very much.

971. The booking staff I’d imagine receive a fair bit of abuse or rudeness in their role and other correctional centre staff often can be rude on the phone as well however I want to say that the staff at Hunter booking team have been nothing but helpful, friendly and happy to assist.

972. The booking staff were very incompetent and communication with them was appalling. I had to call back 3 times to make sure the video visit was booked correctly and in place. I was told it was several times but it wasn’t. Very disappointing because I’ve never dealt with prison staff before.

973. The bookings process at Long Bay Hospital is a mine field with never enough staff taking the bookings. It is standard to be on hold for more than one hour on a Tuesday morning after constantly hitting redial to get a place in the queue as soon as they open.

If you call later in the day limited booking times or nothing at all is left.

The staff on the phones at fantastic however. The ladies are very warm, caring and friendly.

Other than that, an extended booking time would improve the visits massively. 25 minutes is just time to get much conversation in.

974. The call center personal were wonderful and not judgemental and ever so helpful and my video visitations with my son helped me in so many ways. I Thank you all for your time and patience

975. The device you are using it’s a bit slow

976. The family video’s need to be more than once a week and longer. As its people’s loved ones that are incarcerated and connection and contact need to be maintained.

977. The half hour goes too quickly, I would like to see him for a longer period, at least an hour. For those who are held in centres much further away, it would be good to be able to use the video link, as travelling over five hours for a visit lasting sometimes less than an hour is very frustrating and tiring experience for a person of my age especially. Where possible though, you can’t beat being able to see your loved one in person, to talk naturally face to face, to be able to have a cuddle and draw comfort from each other. In this pandemic though, I have been thankful to have this type of visit available and I think it is very necessary for those shut away from normal life.
978. The headphones of the inmate sometimes don’t work and it takes up half of the visit trying to fix the problem.

Longer video calls would be awesome too 20mins doesn’t seem long enough

979. The internet connection lags a bit.

980. The internet need stronger

981. The jibber guest cuts out a lot. But zoom is much better. I feel that You are doing a great job. You are helping us family’s and thank you

982. The lady answering calls at Long Bay is very friendly and accommodating. Could not ask for a better person to talk to!

983. The length of the calls should be lengthened to accommodate for the lack of contact visits. Also, booking a second visit (or more) is usually difficult through the phone as staff only allow this on the final booking day. They also limit visits to 2 per weekend per inmate (Sat & Sun), however I am aware of an inmate who received 5 calls one weekend recently due to a technical error. I believe the visits should be unlimited according to availability, as you would need about 4 video visits to compare to the 2 hour long contact visits we are currently missing out on. However, I do believe the AVLs are an essential resource for inmates with families unable to travel to the prison, and therefore should remain in place even once contact visits can recommence.

984. The length of the visit

985. The length of time I have to wait on hold to book the visit is ridiculous

986. The length should be more then half an hour and more often.

987. The link kept dropping out 4 5 times throught the call

988. The only suggestions I would have is to possibly have the meeting for go for an hour or have the visits increase to more than 2 per week. I personally am grateful this service has been made available and believe it assist the inmates feeling connected with their loved ones.

989. The only thing I’d suggest is to make the video visits longer at least 35-45 minutes because the time we get for our loved ones isn’t long enough

990. The option to book longer visits would be great, even if it isn’t every one. Also, only two visits a week is very limited if an inmate has multiple people wanting visits.

991. The people taking the bookings need an attitude fix and need to make sure that they haven’t double booked visits.

Otherwise the process is pretty smooth.
The phone staff are doing their best to accommodate however, half my day is spent calling an overly congested line usually 160-170 times just to be put on hold (which I understand) but this means I must sit with my phone repeatedly tapping dial for a good portion of my day until this can happen, hoping to get a spot at all let alone at a time that suits for those days, and hoping I do not have the one staff member around for those visits if they proceed who tries to check my ID when it has already been done, tries to ignore other staff members when they tell him this, and cuts the visits short even when the inmate has been brought in past the scheduled start time for the minute. 30 minutes is really not a long time to see your loved one who you have not physically seen in person since they have been in custody.

The process at parklea is a joke I know a few people in jail and no one goes through what I do to make a booking sometimes on hold for 3 hours and they say there is no booking let’s cause they can only do 49 bookings a week. What a joke. They are extremely rude on the phone. I have already made a formal complaint and also have notified 60 mins and a current affair to look into this. Privatising this jail was the biggest mistake not following protocols and hiring people that are always angry if you don’t like it leave and work somewhere else...SIMPLE

The process of connecting and holding is a little unprofessional, but I am hoping as correctional staff learn to manage the process that it will get better. The process of ending the call is BRUTAL too. We get a 3minute warning but nothing else, then all of a sudden we are cut off. It is very rude and emotionally a bit distressing. I am grateful for these sessions though and would love you to consider keep them as a permanent inclusion as it is lovely to show them their outside world - their animals, the house they will live in etc. It is a blessing and I am grateful. Thankyou so much for providing this amazing service.

The sound Quality is not good at mind north Kempsey jail

The staff at Goulburn have been fantastic helping assist with this process. I personally would prefer to see my fiancée in person. However considering the circumstances his family and I greatly appreciate having had this option provided. His family would choose this option over regular visits because this is much easier for them because this saves them a 12 hour return trip for visits.

The system seems to be working very well and the booking process is smooth, my sincere thanks go out to Sally who takes the bookings for John Morony CC. She is always helpful and polite, and a credit to your organisation.

The tech support people and correctional staff have generally been very supportive and helpful, both in ironing out tech issues (some our end) and extending visits to account for lost time. Very much appreciated by our family.

The video calls are not clear most of the call or the screen freezes. Can the quality please be improved. It is usually the inmate that cannot see us properly.
1000. The video is a good idea and it helped in the COVID time but contact visits need to come back for them to still have a relationship with me and my family especially as he has 2 young kids. It will be to have an option as the travel is far but he is family and my family need that bonding time and it’s good for them to have that hope to come home to something good and have the excitement. The inmate already struggle once that environment not them to struggle with the family because there trying to reconnect. These are my thoughts.

1001. The video is a good way to keep the families of inmates at ease as well as the inmates them selves during these difficult times. But there not enough for a long term thing. The children need to see their father to maintain a relationship with him. Looking at him on the phone or computer isn’t enough for them. It’s hard enough having children with their other parent inside as it is. The physical need for them to hug and kiss and see their dad is very obvious to me now since its been so long since we seen him in the flesh. It’s apparent they need that physical connection with him.

1002. The video link is a disgrace!!!! and who ever organised it, should be fired from their work! It’s an absolute joke!

1003. The video visit is a great idea, especially for people who live far away or have small children.

1004. The Video Visit is a great option and initiative especially for people like myself who live abroad and aren’t able to visit frequently.

1005. The video visit needs to be longer, 30 minutes isn’t long enough.

1006. The video visits are definitely a great tool but should not be used in place of face to face visits. It is only a little bit better than a phone call. Set the camera up or allow the inmate to hold the I pad up so that we are looking them in the face. So it’s not some weird camera angle. For example the officer not allowing the person to touch the I pad. You might as well not have a video visit if you are looking up there nostrils the entire time. Also give the inmates some space so the officer is not sitting on top of them during the visit. No one feels comfortable having a conversation when another person who is obviously not a friend right next to them while they are trying to have a conversation. It’s not about discussing things you are not supposed to be discussing it is more about giving them a moment to talk freely without having someone else watching over you and listening.

1007. The video visits are excellent. If it can allow a few more people would be better.

1008. The video visits are fine during Corona and i understand the situation however it is not normal to have so much time away from a loved one without being able to hug them or touch them. The body releases oxytocin and serotonin when you touch someone which is a natural high. The inmates not being able to have this is having a negative impact on their mental health and is affecting their rehabilitation and integration back into the community. I would not recommend video visits being the main source of visitation.
1009. The video visits are good for kids to be able to see their parent so you don’t have to take them into the prison environment to visit, it’s less stressful for the kids, the actual contact visit is imperative to be able to connect with your loved one... That hour or 2 hours a week is enough time to update everything that’s going on legally and family wise... Whilst also being able to feel like you are still connected to your husband.

1010. The video visits are great but the physical contact is greatly missed and the inmate and I find it very hard not being able to touch one another.

1011. The video visits are not at all equivalent to face face and I would not ever like to see video visits replace face to face. In the absence of face to face due to Covid 19, overall the visits have worked well. My only comment would be it would be an improvement to extend or vary the booking times as often I have work commitments between 10am and midday that prevent me from ringing to book a visit this can result in no visit. The staff when booking the visit and at the beginning of the visit are friendly. Thank you for setting visits up so we can have some contact with our family member during Covid.

1012. The video visits have been great and convenient for me. I wish to be able to regularly see my fiancé through video weekly, as I live 6 hours away from the correctional facility.

1013. The video visits have been great as I have been able to see and have a decent conversation with my son. I am in Victoria so visits to NSW are costly and take time and although I would still make the trip every second week, the option to use video visits also would be welcomed.

1014. The video visits were great. My nephew who is currently serving time was able to see his nanna as we are located in Perth WA. My mum has cancer and can not travel to NSW to visit so this meant she could see Ross. It made my mum and my nephew extremely happy. I this is a great incentive that should be brought in especially for inmates serving time in a location that is not near their family.

1015. The video visits, you can’t see inmates face properly, 20 minutes is not long enough and should be able to be during the week also, so option of more then 1 video a week.

1016. The videos visits where very delayed and Lagged seemed like there was no service but had full service from my end.

1017. The visit booking line at parklea is horrible. It can take hours to get through, sometimes it’s not working and you can hardly book a visit. I’m due to to give birth to our child in 6 days and haven’t been able to get a booking for two weeks despite calling every day to see if any have free’d up after the first booking day. They should create more booking times or have some sort of cancelation list. we can’t help how long we are on hold and it’s not fair if we call as soon as the line opens then hold for over an hour only to be told they are completely booked.

1018. The visit itself and the people who assist in making this happen are fantastic, only problem is the time spent on hold waiting for the booking to be made, on many occasions we have been unable to get through so we speak one the phone instead.
1019. The visit line is hard to get through once you are able to speak to someone they are great but everytime I call I have been hung up and even transferred to other departments within the facility. The time is not long enough and connection freezes. The headphones the inmate uses he can not he properly. Nearly every visit I have completed there has been technical issues.

1020. The visit time 30 minutes in south Coast correctional centre is too short. In Park Lea Correctional Center I was denied 3 weeks consecutively coz full n can only call one given particular day for booking. Video call is convenient as I don’t want to bring young ones to correctional centre, we are happy most time with the video call as they can see the loved ones. Physical n video visit are both useful and should be implemented. This will ease many ppl to see inmates as much as possible when they are busy with life. Keeps all the hard ship of scanning n screening just to meet the loved one. But on having option to see physically giving that big hug will also make the inmate less stressful missing their loved one.

1021. The visit time is way to short it should be the normal visiting hours and more of them. Zoom reception is terrible

1022. The visits booking people are exceptional, kind and patient.

1023. The visits options are great but would love to be able to have some contact with my husband as these times are tough on the family unit being so far apart and not having to share the intimate details in person.

1024. The wait on the phone booking line is way to long! I have spent up to 2 hours waiting on the phone to book an appointment! I work full time, and this has a negative impact on me being able to work. There should be an online booking system to request a booking for the inmates. The delay in the email being sent with the booking time should be sent as soon as the booking is made.. not 2-3days after.

1025. The way the correctional staff were talking to my friend before our video chat started was disgusting. they should have told me one other time that my friend was in segro before booking the visit until on the day tell me when the visit is on.

1026. The whole of my experience with the AVL have been extremely good - booking process excellent staff and connection ect all very good: My only issue is that the Jabber software WILL NOT work on a Mac computer device (only iPhone or iPad) hence limiting the experience of being able to have a larger screen: Zoom works perfectly fine on ALL devices but most times the inmate uses an iPad and a room is not available to sit in hence he sits outside - very chilly at 6pm these nights but leaving that aside - I feel this technology should definitely be here to stay - It is a win win all round - for Staff, Inmates and Family / friends- something positive has come from these crazy times!

1027. The zoom call was horrible call quality
The Cisco calls were really good quality

1028. there good but the reception is blurry at times
1029. There is no public transport available to Oberon correctional centre and I don’t drive so this service is very appreciated and the inmate my son loves being able to see his dog. Also the distance is very far away and friends can easily book a video call and keep in touch with him. I think video calls are excellent and very essential. Thanks

1030. There should be a way to have the video visit fixed if error causes the connection to fail on one visit I connected and staff could not see me so the visit was missed even though I could see the paper covering the camera

1031. There were video calls available 7 days a week and if there would be more available times to book the video calls thank you

1032. These online visits are invaluable, they have been a Godsend, I live in Ireland and visits weren’t an option only phone calls, it’s been so nice for me my Mum to visit. It means so much to see your family member in person, it has reassured us a lot and we really appreciate the opportunity to do that. I recently added my husband to the visits and am looking forward to adding my brother into the next one. I really do hope they continue in the future.

1033. These video visits are great for people like myself who are not able to travel every week to see our loved ones

1034. These video visits are just amazing and I get to see my son every week. It’s hard as I don’t get to give him a hug, but due to finances I have only been able to visit every 3 months at a huge financial cost. Now I get to see him weekly and no expense. Thank you. I hope you continue with video visits it will be a help to many families whose loved one is in a country prison.

1035. These video visits are understandably necessary to protect the inmates from COVID19 spread but should in no way be considered as a permanent replacement for face to face/personal visits. It is also disappointing that inmates only get 25mins for a video visit, when they were allowed 1hrs face to face visits. Overall this has been a really hard adjustment and should be reviewed (at least the length & frequency of these video visits).

1036. These video visits are wonderful. With being interstate it is extremely hard to be able to visit in person so these have made our family so much happier being able to see and talk to our son/brother. It should be a permanent option especially for families interstate or too far away.

1037. These visits have been so beneficial to both of our mental health and wellbeing. I can’t thank you enough for the chance to see my partner. We had not seen each other for six months before the video visits.

1038. They are a great idea certainly better than nothing but we live 4hrs away and one short video call per fortnight is upsetting emotionally when you only get 6minute phone calls and are unable to visit regularly.

1039. They are good especially for older people who find it hard to travel. They just need to be longer, 25 minutes is not fair.

1040. They are satisfactory when you can’t visit in person

1041. They are too short and it’s not the same as visiting in person

1042. they could go for a little bit longer
1043. They do not in any way replace the intimacy of being with your loved one in person, however I would feel happy to have them as an option if unable to travel or as an extra way to connect. Please reinstate face to face visits...(all other services have returned to normal in NSW with social distancing procedures)...for us it is an essential part of keeping our relationship healthy and happy and alive. Thankyou

1044. They seem to be very good quality.

1045. Think you’ve done a great job in the short amount of time.

1046. This feature is great, I really hope that it remains in place after the restriction on contact visits ease up. Thanks to the video visits I was able to have a visit with my partner every week which would have been impossible with contact visits because of the distance between my home and the correctional center. It also made it really easy for my partner’s family who is in South Australia to contact him. I also think it has a really positive impact on the inmate mental health and well being.

1047. This is a wonderful system and I hope you keep the video visits going as being unwell it is very hard to travel 5 hours to the centre to see my niece/daughter (I reared her most of her young life and she calls me Mum even though I am her maternal aunt) and it makes me so much more relaxed when I can get to see her. The staff that I have encountered on the video visits are wonderful and so helpful it is a pleasure dealing with them - I would appreciate if you would pass this on to them as good feedback is rare and I know it makes peoples days to know they are appreciated and they are by me.

I have great difficulty in getting through on the phone to book visits and as an example I made 467 calls last week (often this bad and only had a couple of visits because of inability to get through) to book a visit and could not get through - most frustrating is that it would connect ring once and then it was as if hung up. It is only through this questionnaire that I saw a thing about booking online so I am going to try this now and hopefully it will not take another 400 odd calls to get through.

My frustration is made worse in that I book for 8.30am in the morning and most times just me and my niece/daughter so it is not as if I am trying to book a busy time but I hate missing our catch ups as she has been unwell with her asthma and with my health I need to see her as travelling the 5 hours to visit her take a lot out of me - if my doctor lets me travel at all.

Please continue the video visits so I can keep in contact as it helps my health not worrying so much and I know she loves the contact.

Please do not hesitate to contact me if you would like any further information or feedback

1048. This is amazing although I would like to visit personally this makes it easier as my husband an I can always speak to him rather then not being able to Unless we chat on phone thank you for these visits they are amazing an have helped so much I love having them its amazing x
1049. This is an excellent initiative by the Australian Government to allow relatives of prisoners to see and talk to each other. The wish is to maintain this possibility of video visits for detainees whose parents cannot come to Australia. This is a great relief for the family and for the detainee as well.

1050. This is such a fantastic initiative, well done for making it happen, keep up the great work it is appreciated immensely!

1051. This is such a good thing for the kids to be able to see their dad regularly because we live in Melbourne and regular visits aren’t possible. If the visits could be a little longer that would be awesome

1052. This isn’t acceptable form as visits to ease inmates back into society

1053. this issue is at centre not my phone regards inmate cant hear or getting cut off and calling back 4 times to get through

1054. This service allows my son to see his father, I will never take him in to visit so this service facilitates this. The inmates family is all overseas so without this service they would never have communication. Please make this permanent

1055. Time slots of the video visit, Length of the video visit, limitations of the video visit.

1056. Time to be more than half an hour

1057. To be able to show the inmates more of the outside

1058. To have Family video visit option is the best ever initiative introduced especially where inmates is held in far away Correctional Centre. Hope this family video visit will be a permanent option going forward. Thanks all

1059. To join other family members from other areas to phone visit if this isn’t already available

1060. To let prisoners have a week day video link and a weekend one for people that work.

1061. To make our visits go longer

1062. to make them longer and to let them have there own space like in a room cause when there in the box area i can hear other peoples conversations and to also bring back contact visits

1063. took a long time to book by phone

1064. Truly, it has been amazing, so many of my sons relatives who couldn’t travel due to work, home, children have now had the opportunity to visit with my son and everyone are over joyed to spend time with him and introduce him to nephews and nieces he has not had the opportunity to meet. Thank you so much for introducing this type of visiting.

1065. Try and get the visit to connect properly.. cause it didn’t go through on my last call only got 5 mins this wasn’t my fault but I and my visitor were the ones punished.

1066. Try to implement longer visits, Maybe for people only on remand or first time inmates.

1067. Try to rectify technical issues once known and not a reoccurring problem
Trying to book by phone is a waiting nightmare - I have spent 50 minutes plus (several times) waiting to be connected and given up many times to have to start again the next day. Maybe an online booking service to compliment the phone booking for repeat visitors.
I laughed at question 16 - the correctional system tell people nothing, families are treated as inconveniences with no information or confused information. Trying to negotiate the system as a novice is exceptionally stressful.
The online visits should also be in addition to the physical visits they should not replace them - physical contact is an important need for families and inmates.
Having a place/forum where families could raise concerns/provide ideas about all visits.
Being treated as a human when physical visiting rather than the attitude that you are just another inmate/criminal would be a bonus too. (totally understand the rules but it is the attitude towards the visitor)

U can improve it by canceling the whole lot and bringing back contact visits this video shit is not the same its disgusting and I don't think everyone likes this process

Understand re Covid restrictions. However, I’m wondering if there’s a way of being tested and showing the test result of being clear and being allowed to have physical visits face to face again somehow? The video call is a poor substitute for an in person experience. We have a loving bond, hence prefer in person. But I understand it may be the only way across the board for a period of time.

Update software so it doesn’t glitch, so we can actually hear our loved one
Use a short time to make a booking for Video visit will be great.
Use Zoom. Jabber Cisco Guest isn’t very good. I can never see my son. I can only hear him. Phone bookings rather than email bookings would be much easier.
Used to platforms jabber and zoom , wasn’t informed the second video visit that it was zoom not jabber so had to download app quickly , the correctional officer called me and was very helpful and patient
Using my iPad my connection did not work using my Outlook app to access my email link.
My connection did not work by opening the Google app and then using my Outlook app.
I did work by opening the Google Chrome web browser app and going into it that way.
This took me a few weeks of great frustration trying to sort this out. It would be appreciated if my experience could not somehow be made available to others who may be experiencing similar connection issues.
Very appreciated when our family home is more then 10hrs for some visits. An online booking system with days and time slots would be better organised for family and friends.
Very clunky video does not on my mac, can only access my mobile. It's hard to do when you’re family in multiple locations with Covid-19
Very grateful for the video visits - but nothing beats real visits.
Very happy the way the system works.
very happy with the system
1081. Very happy with the system as it is, easy to access and works well. Congratulations to the people who set it up. Thank you.

1082. Very happy with the visit, but would like slightly longer

1083. Very happy with the visits, girls doing the bookings very polite and friendly, never had a problem with video that end I think my internet is a bit slow and my son says my picture is pixilated but I see him fine.

1084. Very happy with the visit, but would like slightly longer

1085. Very hard to get through when working full time not a lot of time to be on hold if we could book online so we could do before and after hours would help as the time I get to call is usually a lunch break. But always very helpful when I do get through

1086. Very hard to make a booking, because line always busy, hard to get through. sometimes takes 2 days trying to book and then get to know its already booked for this week.

1087. Very pleased

1088. Very pleased clear video only thing would like longer with my Son

1089. Very pleased with video visits. I really do hope they carry on even when face to face visits resume.

1090. Very satisfied with the overall experience

1091. Video calls are a great alternative in these times, but I would love for corrections to focus education and activities to keep the inmates busy and free from their own thoughts, c3 work release and leave as they have worked extremely hard to get where they are and should be rewarded for their efforts, and Ofcourse returning to original visits Following covid 19 precautions like the rest of the world state.

1092. Video calls are a great option for family & friends who dont live close however I live within 30mins of the jail and miss seeing my partner and building that connection with him every week, not having that connection is having a huge mental impact on a lot of the aboriginal men in custody.

1093. Video calls are fantastic & greatly appreciated whilst we cant visit our loved ones due to covid but still definitely looking forward to visiting in person.

1094. Video calls could be introduced as a regular system to provide social interaction with inmates for physically challenged or elderly visitors but it absolutely can NOT replace one on one physical contact with loved ones. This will be detrimental to the relationships and rehabilitations of inmates, they need family and loved ones to support them. And digital 20 min video link does not achieve this as I have personally felt the damage it has caused to my relationship with my partner. And I have seen his emotions been lowered with out face to face interaction

1095. Video is a great option, not something I’d like to see as the only way you could see your loved one though.

1096. Video quality wasn’t the best. Would love to be able to use my iPad not just phones

1097. Video visit should be a little longer and be sure there headphone are working with mic to be sure we can hear the inmates clearly also it would be great to extend this in the future can you also be able to get a extended visit as well on video visit
1098. Video Visitation should be 1hr not 25-30mins

1099. Video visiting has been a good way to keep in touch with my partner but we need to know when contact visiting will return nothing can compare to giving you loved one a kiss or hug...

1100. Video visits appalling contact visits should be back on

1101. Video Visits are a good idea which can allow a visit where people have to work or have issues travelling to the correctional complex, however physical visits are very enjoyable and having both options is ideal to ensure we still have the opportunity to have physical contact with our loved ones. The bookings do need additional personnel to take calls as it can be difficult to get through for all visit types, and can mean at times due to work commitments people cannot book due to not being able to get through in a timely manner. All in all, visits are fantastic and some Video visits are a great initiative to further improve which is fantastic news for inmates and their families! Will be great to see further improvements.

1102. Video visits are a great way to keep in touch with my family inmate and are very much appreciated especially this during corona virus period! I hope this continues so we can have the option to combine visits and video visits as well as allowing video visits for people living very long distances away.

1103. Video visits are a terrific idea under the circumstances of Covid restrictions and very convenient to have the opportunity to see a person who is a long way away and who we would not be able to see otherwise. This must be good for the mental health of inmates also, breaking the social isolation. Time on the visit is too short -- one hour would be so much more satisfactory. I was not aware I could book a visit otherwise than by telephone. Telephone bookings sometimes take literally hours to get through with endless repetitive recordings that eventually cut out completely. Visits should not be restricted to one visit a week. Other family members/friends should also be able to book a visit if visits could be 2 or more/week. The quality of the visit is reduced by the fact that there are too many other people in the room talking and laughing. It is unnerving to hear others' conversation and not be able to focus/hear one's own family member when there is such a short time to talk.

1104. Video visits are fantastic. So much easier than taking small children in for a physical visit

1105. Video visits are going fantastically and I couldn’t be more grateful

1106. Video visits are great for an Alternative option when you are unable to get to a facility or you are working. But in saying that contact visits should be the main form of visits

1107. Video visits could allow inmates contact with kin unable to. visit in person. It is an all right booking experience when the pleasant girl is on the line. Some aren’t particularly pleasant and so attract hurt
1108. Video visits have been great considering we cannot visit in person due to the current pandemic, although the length of the visit is not long enough and the quality of the visit isn’t always great. During one of the calls the visual became blurred and stayed that way for three quarters of our visit. There was nothing either of us could do about that. As a registered family/friend it would be great to have updates on what is happening with face to face visits.

1109. Video visits should be an option but not replace contact visits.

1110. Video visits should be available to people that can’t drive the distance to visit their loved one. I’m happy to drive to visit and need the contact visits for my daughter to see her father she is only 15 months old, and it’s important for her to have contact with him for bonding reasons.

1111. Video visits should NEVER replace normal visits. It doesn’t have the same connection that you get from normal visits. Due to covid it is better then nothing.

1112. Video visits starting late, not being unlocked, or ending early.

1113. Video visits were a good alternative whilst in lockdown due to COVID Would like it if the visits were given a longer time slots

1114. Video visits were great due to not being able to visit but prefect for family members who can not get into a jail for all reasons ie health travel distance etc

1115. Video visits will be great once you eliminate the bugs in the software.

1116. Video visits would be good as an addition for family and kids living far away but not in replacement

1117. Video visits would be great to keep around for people who cannot make the regular trips to visit. Longer visits would be more ideal spread throughout the week. However, keeping that in mind social visits play an important role in the mental health of inmates.

1118. Visits are too short.

Other weeks I can’t get a booking due to the lines being full/busy or due to being overbooked.

1119. Visits extended for an extra 10 minutes.

1120. Wait times for booking are ridiculous for people working. More days available

1121. Warning that the video is about to end. I think they are great. Thank you.

1122. Was a wonderful experience that allowed me to keep contact with my brother..well done..i hope they continue

1123. Was very happy with Kariong Was never able to get one at parklea Inmate has moved to long bay have booked but not used yet but staff were very polite and helpful as were kariong unlike parklea Who seem very disinterested

1124. We all enjoy our visits and the officers are always polite and helpful
1125. We appreciate that under the current circumstances with COVID that this is at least a solution to seeing each other. The lack of time in 6 min phone calls or 20 min video isn’t long enough when you have topics to discuss. We would only like to see this become a permanent thing if I wasn’t able to travel to Muswellbrook for some reason, not a complete change from having one-on-one visits.

1126. We appreciate the video call visits and we wish that this would become a permanent arrangement, allowing us to see our loved ones when we are not able to travel hundreds of kilometers to see them in person. I wish that we would be allowed more than two 30 minutes visits per week. Introduction of waiting list for 3rd visit would be welcomed.

I also wish that our "in person visits" would be reinstated soon. However, I would like to point out that at least 60mins visit (if not longer) would be appropriate given the distance we travel to see our loved ones.

Thank you for your interest in our feedback.

1127. We are delighted with our ‘arm chair’ travel having corresponded with many inmates over 26 years, some we have never met in person. We are thankful for modern technology which makes it possible. My husband suffers greatly with back pain, so this has been an added blessing for him as he is not able to travel.

1128. We as a family really appreciate the video visits, we understand that Covid 19 has made face to face impossible for now. They have been handled well & we have appreciated being able to pan around & show them home...

1129. We can’t wait to at least have an option to visit in person- even if it’s once a month. Or at the minimum have longer video visits. Thank you

1130. We have family in NZ who would love to speak to the inmate. They have visited the complex so are registered But they have to make the booking from NZ which is expensive if they are on hold, time difference etc. I would like to be able to make the booking for them.

1131. We have really appreciated being able to connect with our family member via video link. The social interaction makes such a big difference to his mental well-being. He has also been able to connect to his elderly parents in nz who he would otherwise never see.

Thank you for setting this up, we would definitely use it in the future if it became permanent.

1132. We kindly request for correctional centres, if face to face visits will be reinstated as soon as possible, because for children video visits is not the best option to communicate with other parent in prison. 2 hours face to face visits was replaced by on 20 min video visits which is not fair, at least if is bit longer maybe a bit better. Because sometime connection is poor, we can’t really hear each others and keep freezes a lot as well.

1133. We live in Orange and my partner is now in Clarence CC. We have 5 kids and obviously can’t travel to see him. So being able to stay in touch with him is great and less stress on the kids by seeing him in the environment. We’ve not had an AVL link up for 3 weeks so looking forward to seeing him once Clarence gets up and running with AVL calls.

When my partner gets to see all the kids in their environment, I think it helps him be a little more positive about our situation and him wanting to be back with his family.
1134. We live in singleton new 7 hour drive one way so half our visit by video n half in person for future visits would be great thank you

1135. We lost connection the entire time, was a huge waste of time

1136. We needed to be respected as a family member for virtually visiting, it shouldn’t be problematic for us

1137. We should be able to book online as well

1138. We’re very thankful that we have the opportunities to see our loved ones through the video visits, otherwise it’d have been so tough for all during the pandemic situation.

I wish there were more than two days or hours we can make video call bookings on. Thank you!

1139. Well done for coming up with a solution to let us keep seeing our loved ones. Thank you.

1140. Well just because the covid-19 we can have this video visits, otherwise we preferred to have a contact visit, thank you for supporting the families and inmates to get this type of services on this difficult times. ones again Thank you kindly to all staff.

1141. Whatever Macquarie CC did to facilitate their visits - copy them.

1142. When all visits are booked. You still need a answering machine or someone to answer the phone to tell people there is no more visits rather then the phone just ringing ang leaving people on hold for an hour.

When a message is left for a call back they should be called back.

1143. When booking a visit I have never had issues and the people taking bookings have always been kind and understanding. I once had error name in terms of names of visitors being misspelt and wasn’t treated rudely and was helped to make sure the visit goes ahead as scheduled. The correctional officers who set up the videos links seem rude, it wouldn’t hurt to say "hello my name is ...." its nice when people mannerism are polite and respectful because it makes worry about how my loved one is being treated by officers if officers sound grumpy and are inviting.

1144. When my loved one moved from MRRC at Silverwater to Long Bay, we lost a whole week because we weren’t notified he’d moved until we tried to book a call. Then when we tried to call, the booking times were different, and the booking line was closed Friday, and he moved on a Thursday, which was a surprise. So we missed the weekend visit. I would have thought a centralised number would have been used for consistency. It’s been a whole week and now I have to try to get on tomorrow. Re the MRRC times, during the week when people are working, it would be helpful if there was one day when the calls can be before 8am, or after 5pm. Otherwise we are really limited to the weekend.
When requesting for AVL, we are denied as they are “reserved”. The inmates are given conflicting information on how many visits friends and family can make, even the staff give conflicting information. Then friends and family spend possibly up to an hour on the phone trying to book in more visits to then be denied. The zoom visits are horrible. The inmate can’t hear you, it lags and drops out. The whole sound echos in the room. The only benefit is for interstate family and friends. It should be added as an addition for interstate family members, but should not replace family and partner visits face to face as the inmates require contact and touch from loved ones. This causes more strain on relationships and disconnection that the inmates need for rehabilitation. They start to lose support networks, as only one household/video link up can happen at a time. As mentioned, video visits are good for an addition. Not as a replacement.

When you have young kids they don’t like to talk on the phone so visits where they can see their other parent is more meaningful than a phone call.

While I more then love and appreciate the video visits, having longer video visits with more spots available would be ideal. Thank you for providing us with this option as travelling all the time is very mentally and physically draining.

Whilst the ladies who take bookings for visits are efficient and always very pleasant it can be so hard to get through to them. Sometimes when you manage to get on hold the service automatically disconnects you after waiting on hold for 15-20 minutes. I find it a little frustrating especially after calling dozens of times to even get put on hold. This happens especially on Mondays and Tuesdays and if I don’t book on one of those days I am likely not to get the early morning visit time allocated that I need due to working 12 hour night shifts. Otherwise it’s been fantastic and thank you kindly for having this as an option.

Wifi that worked

Wish the visit was longer

Wish to have longer

Without video visits I would not be able to see my loved one as I live interstate of the correctional centre. These have had a very positive affect on my loved one’s mental health and has enabled us to continue our strong family connection. This method of visit is far less stressful for me. Physical visits to the centres for me are very stressful, intimidating, anxiety provoking and less personal. Although it is great to see my loved in person and have physical contact there is a real downside in the processes and security measures under which these visits are undertaken. So I am very grateful to have these video visits in these difficult times and hope they become a standard visiting option in the future. I am very pleased to have participated in this survey and been able to provide feedback.

Without these video visits I would not see my son at all because of the distance to Wellington jail. Thank you.
1154. Would b nice when I call to book for an afternoon visit I won’t be asked to wait till all morning timing slots have been filled. there should b away of allocating afternoon ones along with the morning ones and what’s left could b given accordingly to the next callers. plus being on hold for hours and hours is not really a nice thing. i do u understand the busy time but I called most of the time at the very start at the shift (9:30 am) and no one answers the phone and that’s a regular thing happening.

1155. Would be good if you could make them longer. Lithgow has been ok to do video visits. Silverwater I have had trouble connecting and so has another relative doing the visit for Silverwater. You cannot replace future visits with video visits my children and I our missing there dad more then ever since we haven’t had a face to face visit since March. They need that one on one interaction it’s not the same doing it through a phone screen.

1156. Would be great to include as a permanent option Especially for families who are divorced and find it difficult for the children to visit parent in jail without making it awkward.

1157. Would be so much easier to book on line as I feel this would speed up the process. My son has been moved to Clarence and I haven't been able to see him via link as yet, not sure how that system would be. Staff on Just Connect help line are amazing, very helpful and very caring, Goulburn booking line awesome, Silverwater booking line DREADFUL. Hope the face to face visits can proceed soon but for me living in QLD to have the option of both options is amazing as I can only get to Clarence every few months. Thanks for the opportunity to comment.

1158. Would be very interested in knowing when self booking is available for the facility I usually visit

1159. Would like it to be a bit longer. I am disabled and getting to the Correctional Centre and the process of getting in once I’m there can be quite exhausting and a little stressful. So the option of a regular video visit, then an occasional physical visit when I’m up to it, would make my life a little easier.

1160. Would like it to be a hour u dont get to talk with your visitors enough

1161. Would like more than one visit per week and for longer and other family members to have their own visits allocated.

1162. Would like some assistance to get the video software working on my PC / Laptop. I follow all the instructions but the Cisco software just does not work on my Windows 10 (near new) PC. It only works on my phone which is less than ideal. Some help to get the software working on my PC would be greatly appreciated. I use Skype, Zoom and other video calling software/social media and it all works fine on my PC.

1163. Would like to be advised on how I can book online. Very appreciative that I get to finally see my partner as I was booked for first visit just as covid 19 stopped the visits. The only thing I would maybe like is the video visit to be longer at least once a month. Maybe 1 hour

1164. Would like to have 2 on a weekend

1165. Would like to have more than one video call aweek

1166. Would love contact visits to come back I’m concerned for my partners mental health not having one on one visit.
1167. Would love for video visits to continue, as it’s better environment with kids. Also good when inmates are further away. Mixture of video conferencing plus maybe 2 per month face to face visits would be perfect for inmates mental and emotional health. My brother looks forward to seeing family and is happy to chat about his week. Him being able to see his family home and showing us his projects (ship making) makes him happy.

1168. Would love it to be permanent moving forward. It would be the only way to see my brother until he is released.

1169. Would love them to be longer.

1170. Would rather no more face to face visits, this is a better option as a lot less contraband is getting into the centres.

1171. Would rather personal visits.

1172. Yes allow people that haven’t visited because of time and distance to be able to do ph visits I’m sure they will be more inclined to be able to do this as it is now if you haven’t visited the inmate you cannot book a ph visit I think this should change.

1173. Yes bigger screens.

1174. Yes by making it longer as well as both options of contact visits and avl visits available not just the one option thanks.

1175. Yes please put the computer at eye level I’m not looking up my son’s nose.

1176. Yes, get better connection quality. Half the time the video or audio freezes or glitches. It ruins the entire thing also half an hr isn’t long enough.

1177. Yes, increase the time to visit.

1178. Yes, maybe make sure all the details are correct eg, peoples correct email addresses, as i missed a video call due to the lack of corraspondence from the jail end.

1179. Yes. Making one Visit each weekend. For a duration of one hour. There for only one Booking Phone Call. Reducing The Call Center. Instead of two visits, Saturday and Sunday for one half an hour. I think then everyone is getting a fair go. I am very happy with what has been done so far. An EXCELLENT JOB ALL ROUND.

1180. You are all doing a great job!

1181. You are really doing a great job, making it easier to video call during such time. I thank you for all the officers help behind this to be possible.

1182. You can’t download the software on the play store or apple store. It’s not the same as when the Video link is active As it asks you to download that version too. My new Mac laptop says additional software required so I have had to use my phone for the past 3 visits.

1183. You could do a mock video call prior to the video call. I’ve had 3 video call and not 1 of those have I been able to make contact not very happy.

1184. You guys are doing a great job!

1185. You guys are doing an amazing job at organising all the video calls but it would be nice if we could see him in person as its been nearly 8 months he has held his baby in his hands. We wish the normal visits starts soon too so that we can see him in person as well. Thankyou all for such positive effort from the correctional centre.

1186. You guys are doing great. Would love face to face to come back.
1187. You guys have done a great job implementing these video calls, I’ve had nothing but positive experiences from the booking staff, to the staff helping with the connections and a happy partner who gets to see the kids and back home. I hope it continues in the future as it’s a great idea as we don’t have to travel to visits with all the kids.

Thank you and fingers crossed this service continues!

1188. You shouldn’t have to ring the jail over 200 times to book a visit it’s a joke! and it’s not making it any easier on inmates families

1189. Your phone always needs to wait at least 1 hour to have someone pick it up, then the operators told me they are gonna send me an email with link in it, yet already 3 times they didn’t, and when I called back on Friday asking about the email, they are very impatience, and told me to wait for my email, or told me that I will have to reschedule my booking, it’s really inconvenient because of their incompetence, where did you even hire these guys? I can find people who can do much better job than that! And the first time I had to go out at that time, so I selected “call me back” option, guess what.... it’s been at least 2 months, and I am still waiting for the call....

1190. Zoom is far more user friendly than Jabber was. The option to Continue video calls if loved ones are placed in an area that is a significant distance from home would be of great benefit to the well being of both family members and inmates.

1191. Zoom video visits are very disappointing

1192. Zoom was used once and we could hear other inmates talking, it’s not really personal with everyone else in the room never used it again

1193. Zoom works consistently well, would prefer not to have to use Jabber due to security concerns and compatibility issues with Mac os
Appendix 8 - Email to Families

This email was sent to a group of 5000 people that had attended a Family Video Visit in the months May – June 2020.

Dear Visitor

We want to hear about your experience of using Family Video Visits. Your completion of this short survey will provide information to help us improve Family Video Visits in areas important to you, for you and your loved ones.
Your responses are anonymous. We appreciate your time and your feedback.

Click here to complete – Video Visit Survey

Regards,

JUST Connect Service Support
AV, Strategy & Business Links
Corrections Strategy & Policy
Department of Communities and Justice
P: 02 8759 0010 | E: JUSTconnect@justice.nsw.gov.au

Please note
The JUST Connect Service Support Centre business hours are 8:30am – 4:30pm Monday to Friday and 8.30am-4.30pm weekends and public holidays
www.dcj.nsw.gov.au