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| Return of in-person visits |
| Fact sheet for visitors |

From 11 December 2020, Corrections Victoria will recommence in-person personal visits. Visits will be strictly conducted in accordance with coronavirus (COVID-19) transmission reduction measures.

# In-person visits

The safety of prisoners, staff and visitors remains the primary priority for Corrections Victoria.

In-person visit procedures have been adjusted to embed COVID-19 transmission reduction measures and maintain personal safety.

## What you need to know before your visit

A maximum of 2 people (including children) will be permitted to visit a prisoner at one time. This means that 2 adult visitors, or, 1 adult and 1 child can attend a visit with a prisoner.

All visits must be booked in advance through the prison’s booking system.

Adult visitors (16 years and older) must be listed on the prisoner’s visitors list and will be required to present 100 points of identification.

Any visitor who does not comply with directives associated with COVID-19 transmission reduction measures will not be permitted to enter the prison and will have their visit terminated.

## Visitor screening

When you arrive at the prison, you will be required to consent to a temperature check and will be asked a set of questions to screen for your possible contact with COVID-19.

If you record a temperature of 37.5°C or higher, or, present any risk through the screening questions, you will not be permitted to enter the prison.

If you are displaying symptoms of COVID-19 you will not be permitted to enter the prison and you will be asked to return home to be tested for COVID-19.

## COVID safe visiting measures

You may find that visitor processing and waiting times increase in order for the prison to safely facilitate physical distancing, staggered movements into and out of the visit centre, and infection control processes such as cleaning and disinfecting high touch surfaces.

Your cooperation and patience in allowing prison staff to maintain a safe environment is appreciated.

**Contact tracing**

To ensure adequate contact tracing, all visitors will be required to confirm their first name, surname, date of birth and contact phone number, which will be recorded by the prison. This includes details of any children, regardless of age.

**Personal Protective Equipment (PPE)**

All visitors over the age of 12 will be required to wear a surgical mask and protective eye-wear (supplied by the prison).

For people who are exempt from wearing a face mask or protective eye-wear, a medical exemption will need to be provided in writing prior to the visit.

**Hygiene practices and physical distancing**

Infection control processes such as the use of hand sanitiser and physical distancing will be enforced.

Visitors will be encouraged to practice good hygiene practices before, during and after in-person visits, and to maintain a distance of 1.5 metres between themselves and other people.

As a visitor, you will be particularly encouraged to:

* practice frequent hand hygiene, especially after coughing or sneezing
* practice good cough/sneeze etiquette by coughing/sneezing into your elbow
* avoid touching your eyes, nose and mouth

**Physical contact**

Visitors and prisoners will be permitted to fist bump or elbow bump at the start and end of their visit.

Outside of this greeting and goodbye, prisoners and visitors should maintain physical distancing for the duration of the visit.

**Cleaning and disinfecting**

Following/prior to each visit, cleaning and disinfecting will be undertaken on frequently touched surfaces and any surfaces touched during the visit including chairs and tables.

Disinfectant wipes will be readily available for visitors as needed.

**Child resources and play equipment**

Toys, books and play equipment will not be available to children at this time in order to limit touch points and movement within the visit centre.

**Canteen closure**

Visit centre canteens and vending machines will not be available at this time.

# Visit termination

All visitors and prisoners must comply with the transmission reduction measures in place at each prison.

In the event that a visitor or prisoner breaches these measures or refuses to comply, the visit can be terminated immediately.

Inappropriate, disrespectful and abusive behaviour will not be tolerated, and any visitor demonstrating behaviour that would jeopardise prison security or the safety of prisoners, staff or other visitors may be banned from visiting for a period of time as determined by the General Manager.

# Video visits

While in-person visits will recommence from 11 December 2020, video visits will continue to operate and will remain a visit option for

prisoners.

The continued availability of video visits remains an important option for prisoners accommodated in designated COVID-19 units (e.g. protective quarantine, isolation etc) who will not be permitted to take part in the in-person visit program, as well as for prisoners whose family/friends may not be in a position to attend the prison.

# Legal and professional visits

The transmission reduction measures for in-person visits outlined above also apply to legal and professional visitors, including screening questions, temperature checks, PPE, hand hygiene and physical distancing.

# Further information

For more information regarding the return of in-person visits or for updates regarding prison operations and COVID-19 , please visit Corrections Victoria’s website [www.corrections@justice.vic.gov.au](http://www.corrections@justice.vic.gov.au)

The Corrections Victoria website will be updated to reflect any changes to processes.

Queries or requests can be directed by telephone to the appropriate prison location, or can be sent via email to [corrections@justice.vic.gov.au](mailto:corrections@justice.vic.gov.au)

## Visitor entry processes

If you have previously visited Barwon Prison, you will notice a few changes to the entry requirements, both from a COVID-19 transmission reduction and security perspective.

New processes at the gatehouse mean smaller groups within the processing area. This may take visitor(s) slightly longer to complete the entry requirements.

Barwon Prison has introduced body scanning technology to further enhance safety and security. You will be required to remove shoes, jackets and bulky outerwear as a condition of entry and all persons are required to pass through the Millimetre wave technology.

## Visit booking process

All visits must be booked in advance through the prison’s booking system.

Prisoners will be responsible for booking a visit and advising their visitor(s) of the date and time once the visit is confirmed. If there is no booking made, visitor(s) arriving at Barwon Prison will not be permitted entry. The visitor(s) recorded on the booking must be the person presenting at the gatehouse. Additional names or other visitor(s) that have not been booked in advance will not be permitted entry.

If you have previously been required to present a ‘Permission to Visit Letter’, this will still be required. Only visitors and prisoners permitted ‘contact visits’ will be eligible to participate in in-person visits.

## Visitor processing

All Visitors **must** **arrive 30 minutes** prior to the booked visit session for processing and screening regardless of which visit area the visits is taking place in.

Lateness: There are limited time slots available due to restricted number of visitors that are allowed. To be fair to all visitors, if you are more than 15 minutes late for your session time you *will not* be permitted entry.

## Visit session

In-person visits are available on various days depending on the visit schedule and the nominated visit area.

Session times listed below ensures that there is an even and manageable number of visitors being processed through the entry and exit at the gatehouse in line with COVIDSafe requirements

**Mainstream Visits Schedule:**

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| Session Time | Visit time | Visitor entry screening process commences from |
| AM Session  11 Visits | 8.30am-9.30am | 8.00am |
| 9.30am-10.30am | 9.00am |
| 10.30-11.00 cleaning & disinfecting | | |
| PM Session A  11 Visits | 11:00am-12.00pm | 10:30am |
| 12.00pm-1.00pm | 11:30am |
| 1.00pm -1.30pm cleaning & disinfecting | | |
| PM Session B  8 Visits | 1.30pm – 2.30pm | 1.00pm |

\*For other unit visit schedules please see Gatehouse staff for information\*

## Visit limits

Eligible prisoners are permitted one in-person visit per week and one video visit per week.

## Video visits

Video visits remain an important option for Barwon Prison. Video visits will be facilitated for mainstream prisoners on Tuesdays and Thursday (Mainstream). Other Units (Acacia/Banksia/Grevillea/Hoya/Melaleuca/Olearia/) also run a Video Visits booking system in line with their daily operations. Prisoners housed in these Units are aware of the Video Visits booking process. Prisoners are responsible for ensuring they communicate booking times to their visitors.

## Property for prisoners

From 11 December 2020 onwards, in line with the return of personal visits, visitors can drop property in the gatehouse, (including internal mailbox), only if you have a visit booked on that day.  You will be required to write your full name, VRN, the prisoners name & CRN.

Alternatively, property can be posted to the prison.

The type and number of property items that visitor(s) can leave is five items and limited to underwear or books.