

# Virtual personal visits



**QCS has a new virtual visits program to keep prisoners in contact with family and friends.**

Prisoners can access new video call pods for virtual visits, which are different to prisoner video conferencing rooms used for existing family, legal and court appearances.

## Step 1

Family and friends must be approved personal visitors to access a **virtual personal visit (VPV)**. They can apply via the normal visitor application process.

## Step 2

**Visitors must call the centre and ask for a 'virtual personal visit'**. Once booked, they will receive a confirmation email with a visit time and a connection link.

QCS will also send the visitor a link to a user guide to assist with accessing the system on their mobile or PC.

## Step 3

When it's time for the virtual visit, visitors can click the link to start a video call.

An officer will receive the video call and check the visitor's identity by viewing their photo ID, or two forms of non-photo ID on screen.

Virtual visits can last for up to 30 minutes and will be monitored by an officer, similar to a normal visit.

Visitors can contact the correctional centre for more information and to find out what times virtual visits are available.

