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

**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.