

Prison voicemail service



QCS is introducing a new voicemail service to correctional centres to help prisoners keep in touch with their family and friends.

Step 1

The family member or friend must register with prisonvoicemail.com.au and create an account.

Before creating an account, they must make sure they are an approved phone contact at the correctional centre.

They must provide their email address, phone number and make sure they know the prisoner's name and correctional centre.

Step 2

Once the account has been created, they will receive a unique Prison Voicemail landline number.

Family and friends can call this unique number at any time from their registered phone and leave a message for the prisoner.

Step 3

The prisoner can call this same unique Prison Voicemail landline number from any phone in the correctional centre to listen to the message.

Once the message has been played, the prisoner can hang up or leave a reply message.

When the prisoner leaves a voicemail, the app will call the family member or friend, if they answer they can speak to the prisoner directly.

As there are no notification systems in the correctional centre, it is up to the prisoner to call and check their messages.

The costs of this service is paid by the account holder via a monthly subscription package. Package costs can be viewed on the prisonvoicemail.com.au website. The prisoner will only be charged the cost of a normal landline call when checking messages. If there are no messages available, the prisoner will not be charged.

