



ICS

ACT Inspector
of Correctional
Services

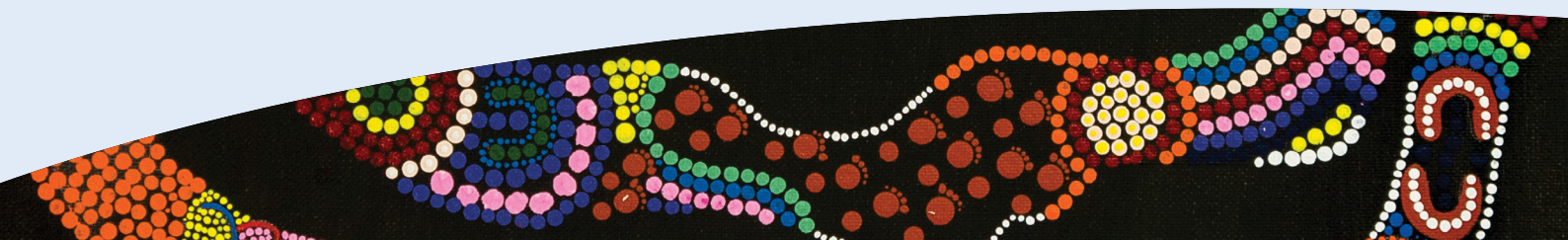
AMC HEALTHY PRISON REVIEW 2019 VISITOR SURVEY

The 2019 Healthy Prison Review of the Alexander Maconochie Centre (AMC) was the first review conducted by the ACT Inspector of Correctional Services under section 18(1)(a) (i) of the *Inspector of Correctional Services Act 2017* (ACT). This section requires that the AMC be reviewed at least once every two years. The report of the 2019 review is available at www.ics.act.gov.au.

This document contains the results of the survey of visitors conducted as part of the 2019 Healthy Prison Review. The Office of the ACT Inspector of Correctional Services (OICS) engaged Ibolya ("Ibi") Losoncz, ANU research academic, to develop surveys for AMC detainees, staff and visitors. This was an extensive exercise to ensure that the surveys would return quality data and that the survey can be used for successive reviews with only minor modifications required.

Volunteers from Prisoners Aid ACT administered the visitor survey on behalf of OICS. This was done over a two-week period in May 2019. Visitors to the AMC were informed of the survey when they arrived at reception and asked to complete it when they returned to reception after their visit.

Forty-six adult visitors completed the survey. It should be noted that OICS did not request data regarding the number of visitors that attended the AMC during the two-week period but is aware that visits to the AMC can exceed 300 a week, with up to three adults visiting a single detainee. With this in mind, OICS inferred that the visitor survey returned a small response rate and so has not relied heavily on the data.



AMC HEALTHY PRISON REVIEW 2019

AMC DETAINEE VISITORS SURVEY 2019 (n=46)



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DEMOGRAPHIC QUESTIONS

Question	Response	%	n
Gender	Male	30.2	43
	Female	69.8	
Age	Under 21	9.1	44
	21–29	11.4	
	30–39	9.1	
	40–49	6.8	
	50–59	27.3	
	60 or over	36.4	
Number of children with visitor	None	88.1	42
	One	7.1	
	Two	4.8	
Identify as Aboriginal or Torres Strait Islander	No	90.7	43
	Yes	9.3	
Speak another language other than English at home	No	97.7	43
	Yes	2.3	
Main relationship with the detainee visiting	Immediate family	53.5	43
	Extended family	2.3	
	De facto partner, boy/girl friend	14.0	
	Friend	27.9	

Question	Response	%	n
Total number of months visiting detainee	6 months or less	33.4	42
	7 months to 12 months	31.0	
	More than 12 months	35.6	
How often do you visit this detainee?	Once a week or more	52.4	42
	Every two weeks to monthly	40.5	
	Less than monthly	7.1	
Transport used to get to the AMC	Own car	83.3	42
	Bus (n=1)	2.4	
	Friend/relatives car	9.5	
	Taxi/Uber	4.8	
Time taken to travel from home to the AMC	Less than an hour	67.4	43
	1–2 hours	18.6	
	2–5 hours	9.3	
	More than 5 hours (n=2)	4.7	

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CORE QUESTIONS

INFORMATION

Question	Response	%	n
I have access to sufficient information about all the ways to stay in touch with someone at the AMC			46
	Strongly disagree	6.5	
	Disagree	19.6	
	Agree	56.5	
	Strongly agree	17.4	
The AMC provides me with information about how to raise problems with them about staying in touch with someone in the AMC			45
	Strongly disagree	13.3	
	Disagree	48.9	
	Agree	33.3	
	Strongly agree	4.4	
Information about visiting hours and visit requirements is clear			45
	Strongly disagree	4.4	
	Disagree	17.8	
	Agree	57.8	
	Strongly agree	20.0	
Information about visiting hours and visit requirements is up to date			44
	Strongly disagree	6.8	
	Disagree	15.9	
	Agree	52.3	
	Strongly agree	25.0	
The AMC provides easy to access information about public transport options for visiting			39
	Strongly disagree	5.1	
	Disagree	25.6	
	Agree	48.7	
	Strongly agree	20.5	

VISITS PROGRAM

Question	Response	%	n
The booking system for visits meets my needs			45
	Strongly disagree	11.1	
	Disagree	13.3	
	Agree	62.2	
	Strongly agree	13.3	
I would visit more often if the weekly visits schedule allowed it			45
	Strongly disagree	2.2	
	Disagree	15.6	
	Agree	35.6	
	Strongly agree	46.7	
The waiting times to commence my visits are reasonable			45
	Strongly disagree	8.9	
	Disagree	8.9	
	Agree	64.4	
	Strongly agree	17.8	
Time taken in minutes to get processed through to the visit area			43
	Less than 10 minutes	21.0	
	10–20 minutes	51.3	
	More than 20 minutes	27.7	
The length of time allowed for a visit is adequate			45
	Strongly disagree	20.0	
	Disagree	26.7	
	Agree	44.4	
	Strongly agree	8.9	
Is it difficult for you to get to the AMC to visit?			44
	No	72.7	
	Yes	27.3	

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SEARCHES

Question	Response	%	n
Do you understand the reason why staff conduct searches of visitors and their cars?	No	2.3	44
	Yes	97.7	
Searches of me are conducted in a professional manner and respect my dignity	Never	6.8	44
	Rarely	2.3	
	Sometimes	6.8	
	Most of the time	22.7	
	All of the time	61.4	

SAFETY

Question	Response	%	n
I feel safe when visiting the AMC	Rarely	2.3	44
	Sometimes	9.1	
	Most of the time	36.4	
	All of the time	52.3	
The AMC provides a safe environment for children visiting	Rarely	2.7	37
	Sometimes	2.7	
	Most of the time	35.1	
	All of the time	59.5	

TREATMENT AT VISITS

Question	Response	%	n
The staff at the AMC treat me with courtesy and respect	Never	2.3	43
	Rarely	2.3	
	Sometimes	7.0	
	Most of the time	51.2	
	All of the time	37.2	
The staff at the AMC give me enough privacy when I am visiting a detainee	Never	2.3	44
	Rarely	2.3	
	Sometimes	15.9	
	Most of the time	27.3	
	All of the time	52.3	

MAINTAINING CONTACT WITH DETAINEES

Question	Response	%	n
I find the current options of email, telephone and mail effective to communicate with a detainee	Strongly disagree	7.0	43
	Disagree	25.6	
	Agree	48.8	
	Strongly agree	18.6	