

Youth Justice Centre

Video Visits Factsheet



This factsheet provides information about the Youth Justice Centre video visits process and the rules you need to follow when visiting a young person in custody



How it works

When you book a video visit at a Youth Justice Centre, you will be sent a link. On the day and time of your visit, you need to use this link on your device to join the visit.

At the start of the visit, a Youth Justice staff member will confirm the identity of anyone joining the visit. Only approved people can visit.

The Youth Justice staff member will also confirm you have read this factsheet and agree to following video visit rules before the young person joins the visit.

Video visits will be one hour in duration, unless special arrangements are made at the time of booking.



Rules you must follow

1. The device you join the meeting on must be the only device used during the visit. No other phones or devices are allowed
2. Do not video record, voice record, screenshot or take any photos during the visit
3. No banned or non-approved people can enter the visit at any time, and people who are legally restricted from having contact with children/young people cannot visit at all.
4. Do not use any social media during the visit, including Facebook, Instagram, Snapchat, and Tik Tok.
5. No inappropriate behaviour during the visit, including no swearing, removing clothing, or acting in an offensive or rude manner.
6. No third party or 'group chat' call ins are allowed during the visit
7. The video call must occur within a private space, for example your house, and not in public areas such as shopping centres, public transport, etc.



Visits will be stopped if

- The above rules are not followed by all visitors and the young person
- Any visitor or the young person becomes unsettled and/or disruptive during the visit
- There is an emergency situation at the Youth Justice Centre
- The young person or a visitor request for the visit to be ended

Youth Justice staff monitor the visits to ensure all rules are followed and will stop video visits when the above circumstances occur.

Failure to follow the above rules may result in visitors being banned from future visits



If you have any questions

Call the Youth Justice Centre and ask to speak to the following staff for more information:

- Young person's Caseworker or the Admissions Officer, for bookings and general questions
- the Unit Manager or Duty Manager, if you have an issue or complaint