



# Brisbane Correctional Centre

## Visitor information

To book a personal visit, please email your request with three preferences for dates and times to - [BCCBookAVisit@corrections.qld.gov.au](mailto:BCCBookAVisit@corrections.qld.gov.au).

If you are unable to send an email, please call the General Enquiries number on (07) 3909 1300 and an email will be sent to the bookings officer on your behalf.

Visit bookings are taken from Saturday - Friday for the following Wednesday - Sunday session times and must be made one week in advance.

Booking requests are processed in order of when received. For requests received by email, a confirmation email will be sent to the primary person confirming which date and time has been booked.

Prisoners are permitted 1 x 1 hour visit from Wednesday to Sunday (inclusive) during the following session times:

| SESSION                                                                                 | MON       | TUES      | WED | THURS | FRI | SAT    | SUN    |
|-----------------------------------------------------------------------------------------|-----------|-----------|-----|-------|-----|--------|--------|
| 8:45am–9:45am                                                                           | NO VISITS | NO VISITS | MS  | P     | P   | P/MSU  | MS/MSU |
| 10:30am–11:30am                                                                         |           |           | P   | MS    | MS  | P      | MS     |
| 1:00pm–2:00pm                                                                           |           |           | MS  | MS    | MS  | MS/MSU | MS/MSU |
| 2:45pm–3:45pm                                                                           |           |           | P   | MS    | P   | MS     | P      |
| MS = Mainstream<br>MSU = Maximum Security Unit (conducted in the MSU)<br>P = Protection |           |           |     |       |     |        |        |

**Visit Types** – Only visitors booked prior to the visit will be permitted to attend any visit session. Contact visits are subject to approval by the Chief Superintendent following a criminal history check, with a maximum of three visitors per visit. Contact approval may take up to six weeks. Visitors may request non-contact visits pending this approval with a maximum of two visitors per visit. All child visitors must have approval by the Chief Superintendent prior to participating in any visits. Virtual personal visits are available to non-contact and contact visitors with up to five persons.

**Arrival Times** - All visitors over the age of 18 years must be enrolled in the biometric identification system database at the centre. All visitors attending the centre for the first time are to ensure that they arrive at the centre at least **1.5 hours prior** to the scheduled visit. All other visitors are to ensure they arrive at the centre at least 1 hour prior to the scheduled visit timings.

### Transport to the Centre Prison Transport Group Inc.

A free bus service is available for visitors to Brisbane Correctional Centre for Thursday and Saturday visit sessions. Bookings must be made for this service. For further information regarding the service please contact the Prison Transport Group Inc.

Mobility services can be accommodated if required.

**Contact details (for passengers)** – Toll Free 1800 334 379 or visit [www.prisontransport.com.au](http://www.prisontransport.com.au) .

Current at 1 April 2025



Pickup/ drop off locations – Wacol precinct loop service runs between Wacol train station, Arthur Gorrie Correctional Centre, Brisbane Correctional Centre, Brisbane Woman’s Correctional Centre and Wolston Correctional Centre. Pickup and drop offs to occur ongoing in a loop of the route.

### ***Other Information***

Tobacco and other smoking related products are prohibited items within a correctional centre. Tobacco and other smoking related products must not be taken into a correctional centre and must be either secured in a motor vehicle or visitor locker. Smoking is not permitted anywhere in the grounds of a correctional centre, including car parks, walkways and visits processing.

### ***COVID restrictions***

Visitors are no longer required to wear a face mask. A visitor may be directed to wear a face mask where they display cold or flu like symptoms. Visiting restrictions remain in place if a visitor is a COVID diagnosed person or COVID close contact.

### ***Dress Standards***

Correctional centres have dress standards that must be adhered to by all visitors. More information can be found [Dress Standards](#)

### ***Contact Information***

|                                   |                                                                                                              |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------|
| Visits Booking Line Email:        | <a href="mailto:BCCBookAVisit@corrections.qld.gov.au">BCCBookAVisit@corrections.qld.gov.au</a>               |
| Visits Booking Inquiries/Changes: | (07) 3909 1300 (option 1 for bookings)                                                                       |
| Booking Times:                    | Saturday – Friday for the following Wednesday – Sunday                                                       |
| Visit email:                      | <a href="mailto:BCCvisitapplications@corrections.qld.gov.au">BCCvisitapplications@corrections.qld.gov.au</a> |
| Postal Address:                   | Locked Bag 13101, ARCHERFIELD QLD 4108                                                                       |
| Street Address:                   | 234 Wacol Station Road, WACOL QLD 4076                                                                       |
| Prisoner Postal Address:          | Locked Bag 2600, MT OMMANEY QLD 4074                                                                         |
| General Enquiries:                | (07) 3909 1300                                                                                               |