

Legal visits information booklet

January 2025



Form 27(a) application to visit

Legal practitioners may request contact with any prisoner in any correctional centre via in person visit or video/teleconferencing, following approval of a Form 27(a) Application to Visit (In Person/Virtual) – Professional, Official, or Other Business Purposes¹.

The Form 27(a) once endorsed, is valid approval for access to any prisoner in any correctional centre for all visit types (including in person and video/teleconference) and is required to be renewed annually.

In submitting a Form 27(a), only one form of identification is required for legal practitioners as defined by section 22 of the *Corrective Services Regulations 2017*, which can include State government identification. A driver's licence is not required if alternate approved identification is supplied.

Visit bookings

Bookings for contact with prisoners by legal practitioners can be made using the below listed contacts for each correctional centre, with email bookings preferred. Available times and methods of access may vary between centres due to capacity and operational requirements.

Correctional centres require the following information from legal practitioners when taking bookings:

- Specification in the Subject Line outlining the booking type sought and reason for request. For example: *Phone Booking: Bail Instructions*.
- Prisoner's name and date of birth.
- IOMS number (if known).
- Legal representative's name/s and firm details.
- Preferred date/time of appointment (list at least two preferences where possible).
- Amount of time required for contact. For example, one hour for trial preparation, or three hours for psychiatric risk assessment. If no details are specified, a booking time of 30 minutes will be allocated.

Visit Requirements

A legal practitioner may bring an electronic device or devices (e.g. a laptop computer, USB drive, and/or a handheld recorder) into a corrective services facility for the purpose of facilitating a legal visit without prior approval. These items are only to be taken to the area where the legal visit is to be conducted and must be declared to officers upon entry and exit.

¹ Attachment One – Form 27(a)



Correctional centre legal visits booking contacts

[Arthur Gorrie Correctional Centre](#)

[Brisbane Women's Correctional Centre](#)

[Lotus Glen Correctional Centre](#)

[Palen Creek Correctional Centre](#)

[Townsville Women's Correctional Centre](#)

[Borallon Training Correctional Centre](#)

[Capricornia Correctional Centre](#)

[Maryborough Correctional Centre](#)

[Southern Queensland Correctional Centre](#)

[Wolston Correctional Centre](#)

[Brisbane Correctional Centre](#)

[Helana Jones Centre](#)

[Numinbah Correctional Centre](#)

[Townsville Correctional Centre](#)

[Woodford Correctional Centre](#)

Correctional Centre	Contact number	Preferred booking method	Booking availability
Arthur Gorrie Correctional Centre	Teleconference: 3212 0449 Videoconference: 3212 0434 In person: 3212 0434	Teleconference: ARGVideoCourts@corrections.qld.gov.au Videoconference: ARGVisitorsCentre@corrections.qld.gov.au In person: ARGVisitorsCentre@corrections.qld.gov.au	Teleconference: Monday–Friday: 7.30am to 4pm Videoconference: Monday–Friday: 7.30am to 4pm In person: Monday–Sunday: 9am to 11am and 1pm to 4pm



Borallon Training Correctional Centre	<p>Teleconference: 5460 8401</p> <p>Videoconference: 5460 8401</p> <p>In person: 5460 8401</p>	<p>Teleconference: BTCCVisitsMailbox@corrections.qld.gov.au</p> <p>Videoconference: BTCCVideoConferencing@corrections.qld.gov.au</p> <p>In person: BTCCVisitsMailbox@corrections.qld.gov.au</p>	<p>Teleconference: Monday: 8.30am to 11am Tuesday–Friday: 8.30am to 11am and 1pm to 4pm</p> <p>Videoconference: Monday: 8.30am to 11am Tuesday–Friday: 8.30am to 11am and 1pm to 3.30pm</p> <p>In person: Monday: 8.30am to 11am Tuesday–Friday: 8.30am to 11am and 1pm to 4pm</p>
Brisbane Correctional Centre	<p>Teleconference: 3909 1585</p> <p>Videoconference: 3909 1388</p> <p>In person: 3909 1585</p>	<p>Teleconference: BCCProfessionalVisits@corrections.qld.gov.au</p> <p>Videoconference: BCCVideoConferencing@corrections.qld.gov.au</p> <p>In person: BCCProfessionalVisits@corrections.qld.gov.au</p>	<p>Mainstream:</p> <p>Teleconference: Wednesday: 8.45am to 9.45am and 1pm to 2pm Thursday: 10.30am to 11.30am, 1pm to 2pm and 2.45pm to 3.45pm Friday: 10.30am to 11.30am and 1pm to 2pm Saturday: 1pm to 2pm and 2.45pm to 3.45pm Sunday: 8.45am to 9.45am, 10.30am to 11.30am and 1pm to 2pm</p> <p>Videoconference: Monday–Friday: 9am to 3.30pm</p> <p>In person: Wednesday: 8.45am to 9.45am and 1pm to 2pm Thursday: 10.30am to 11.30am, 1pm to 2pm and 2.45pm to 3.45pm Friday: 10.30am to 11.30am and 1pm to 2pm Saturday: 1pm to 2pm and 2.45pm to 3.45pm Sunday: 8.45am to 9.45am, 10.30am to 11.30am and 1pm to 2pm</p>



			<p><u>Protection:</u></p> <p>Teleconference: Wednesday: 10.30am to 11.30am and 2.45pm to 3.45pm Thursday: 8.45am to 9.45am Friday: 8.45am to 9.45am and 2.45pm to 3.45pm Saturday: 8.45am to 9.45am and 10.30am to 11.30am Sunday: 2.45pm to 3.45pm</p> <p>Videoconference: Monday–Friday: 9am to 3.30pm</p> <p>In person: Wednesday: 10.30am to 11.30am and 2.45pm to 3.45pm Thursday: 8.45am to 9.45am Friday: 8.45am to 9.45am and 2.45pm to 3.45pm Saturday: 8.45am to 9.45am and 10.30am to 11.30am Sunday: 2.45pm to 3.45pm</p> <p><u>Maximum:</u></p> <p>Teleconference: Monday–Friday: 9am to 11am and 12pm to 4pm</p> <p>Videoconference: Monday–Friday: 9am to 3.30pm</p> <p>In person: Monday–Friday: 9am to 11am and 12pm to 4pm</p>
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Brisbane Women's Correctional Centre	<p>Teleconference: 3271 8934</p> <p>Videoconference: 3271 8934</p> <p>In person: 3271 9545</p>	<p>Teleconference: BWCCTeleconferencing@corrections.qld.gov.au</p> <p>Videoconference: BWCCVideoConferencing@corrections.qld.gov.au</p> <p>In person: BWCCadministration@corrections.qld.gov.au</p>	<p><u>Mainstream:</u></p> <p>Teleconference: Monday–Tuesday: 8.30am to 10.45am and 1pm to 3.30pm Thursday: 8.30am to 10.45am and 12.45pm to 1.45pm Friday: 8.30am to 10.45am and 2pm to 3.30pm</p> <p>Videoconference: Monday–Tuesday: 8.30am to 10.45am and 1pm to 3.30pm Thursday: 8.30am to 10.45am and 12.45pm to 1.45pm Friday: 8.30am to 10.45am and 2pm to 3.30pm</p> <p>In person: Monday, Tuesday, Thursday and Friday: 8.30am to 10.45am Monday–Tuesday: 1pm to 3.30pm Thursday: 12.45pm to 1.45pm Friday: 2pm to 3.30pm</p> <p><u>Protection:</u></p> <p>Teleconference: Wednesday: 8.30am to 10.45am and 1pm to 3.30pm Thursday: 2pm to 3.30pm Friday: 12.45pm to 1.45pm</p> <p>Videoconference: Wednesday: 8.30am to 10.45am and 1pm to 3.30pm Thursday: 2pm to 3.30pm Friday: 12.45pm to 1.45pm</p>
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			In person: Wednesday: 8.30am to 10.45am and 1pm to 3.30pm Thursday: 2pm to 3.30pm Friday: 12.45pm to 1.45pm
Capricornia Correctional Centre	Teleconference: 4912 6290 Videoconference: 4836 3107 In person: 4912 6215	Teleconference: CAPLegalService@corrections.qld.gov.au Videoconference: CAPVideoConferencing@corrections.qld.gov.au In person: CAPLegalService@corrections.qld.gov.au	Teleconference: Monday–Friday: 8am to 12pm and 12.30pm to 4pm Videoconference: Monday–Friday: 9am to 11am and 1pm to 4pm In person: Monday, Tuesday, Thursday and Friday: 9am to 11am and 1pm to 4pm
Helana Jones Centre	Teleconference: 3624 8033 Videoconference: 3624 8033 In person: 3624 8033	Teleconference: HJCAdmin@corrections.qld.gov.au Videoconference: HJCAmin@corrections.qld.gov.au In person: HJCAmin@corrections.qld.gov.au	Teleconference: Monday–Friday: 8am to 4pm Videoconference: Monday–Friday: 8am to 4pm In person: Monday–Friday: 8am to 4pm



Lotus Glen Correctional Centre	<p>Teleconference: 4086 7663</p> <p>Videoconference: 4086 7663</p> <p>In person: 4092 9212</p>	<p>Teleconference: LGCTelephoneandVideoLinkBookings@corrections.qld.gov.au</p> <p>Videoconference: LGCTelephoneandVideoLinkBookings@corrections.qld.gov.au</p> <p>In person: LGCSwitch@corrections.qld.gov.au</p>	<p>Teleconference: Monday–Friday: 9am to 11am and 12.30pm to 4pm</p> <p>Videoconference: Monday–Friday: 9am to 11am and 12.30pm to 4pm</p> <p>In person: Monday–Friday: 9am to 11am and 12.30pm to 4pm</p>
Maryborough Correctional Centre	<p>Teleconference: 4123 7493</p> <p>Videoconference: 4123 7493</p> <p>In person: 4123 7493</p>	<p>Teleconference: MCCVideoConferencing@corrections.qld.gov.au</p> <p>Videoconference: MCCVideoConferencing@corrections.qld.gov.au</p> <p>In person: MCCVisits@corrections.qld.gov.au</p>	<p>Teleconference: Monday–Friday: 8.30am to 11.30am and 12.30pm to 4pm</p> <p>Videoconference: Monday–Friday: 8.30am to 11.30am and 12.30pm to 4pm</p> <p>In person: Monday–Thursday: 8.30am to 11.30am and 12.30pm to 4pm</p>



Numinbah Correctional Centre	<p>Teleconference: 5533 4812</p> <p>Videoconference: 5533 4812</p> <p>In person: 5533 4812</p>	<p>Teleconference: NumVideoConferencing@corrections.qld.gov.au</p> <p>Videoconference: NumVideoConferencing@corrections.qld.gov.au</p> <p>In person: NumVideoConferencing@corrections.qld.gov.au</p>	<p>Teleconference: Monday–Friday: 8am to 4pm</p> <p>Videoconference: Monday–Friday: 8am to 4pm</p> <p>In person: Monday–Friday: 8am to 4pm</p>
Palen Creek Correctional Centre	<p>Teleconference: 5544 3700</p> <p>Videoconference: 5544 3700</p> <p>In person: 5544 3700</p>	<p>Teleconference: PalenCreekVisits@corrections.qld.gov.au</p> <p>Videoconference: PalenCreekVisits@corrections.qld.gov.au</p> <p>In person: PalenCreekVisits@corrections.qld.gov.au</p>	<p>Teleconference: Monday–Friday: 8am to 4pm</p> <p>Videoconference: Tuesday–Friday: 8am to 4pm</p> <p>In person: Monday–Friday: 8am to 4pm</p>



Southern Queensland Correctional Centre	<p>Teleconference: 5466 6908</p> <p>Videoconference: 5466 6908</p> <p>In person: 5466 6908</p>	<p>Teleconference: SQCVideoConferencing@corrections.qld.gov.au</p> <p>Videoconference: SQCVideoConferencing@corrections.qld.gov.au</p> <p>In person: SQCCVisitsProcessing@Corrections.qld.gov.au</p>	<p>Teleconference: Monday–Friday: 9am to 12pm (Last booking at 11.30am to be finished by 12pm) and 1pm to 4pm (Last booking at 3.30pm to be finished by 4pm)</p> <p>Videoconference: Monday–Friday: 9am to 12pm (Last booking at 11.30am to be finished by 12pm) and 1pm to 4pm (Last booking at 3.30pm to be finished by 4pm)</p> <p>In person: Wednesday and Friday only: 9am to 11.30am and 1pm to 4pm</p>
Townsville Correctional Centre	<p>Teleconference: 4430 5301</p> <p>Videoconference: 4430 5301</p> <p>In person: 4430 5301</p>	<p>Teleconference: TCCAppointments@corrections.qld.gov.au</p> <p>Videoconference: TCCAppointments@corrections.qld.gov.au</p> <p>In person: TCCAppointments@corrections.qld.gov.au</p>	<p><u>Mainstream:</u></p> <p>Teleconference: Monday, Wednesday–Friday: 9am to 11.30am and 12.45pm to 4pm Tuesday: 9am to 11.30am</p> <p>Videoconference: Monday, Wednesday–Friday: 9am to 11.30am and 12.45pm to 4pm Tuesday: 9am to 11.30am</p> <p>In person: Monday, Wednesday–Friday: 9am to 11.30am and 12.45pm to 4pm</p> <p><u>Protection:</u></p> <p>Teleconference: Monday, Wednesday–Friday: 9am to 10.30am and 12.45pm to 4pm Tuesday: 9am to 10.30am</p>



			<p>Videoconference: Monday, Wednesday–Friday: 9am to 10.30am and 12.45pm to 4pm Tuesday: 9am to 10.30am</p> <p>In person: Monday, Wednesday–Friday: 9am to 10.30am and 12.45pm to 4pm Tuesday: 9am – 10.30am</p>
Townsville Women's Correctional Centre	<p>Teleconference: 4430 5301</p> <p>Videoconference: 4430 5301</p> <p>In person: 4430 5301</p>	<p>Teleconference: TCCAppointments@corrections.qld.gov.au</p> <p>Videoconference: TCCAppointments@corrections.qld.gov.au</p> <p>In person: TCCAppointments@corrections.qld.gov.au</p>	<p>Teleconference: Monday, Wednesday–Friday: 8.30am to 11.30am and 1pm to 4.30pm Tuesday: 8.30am to 11.30am</p> <p>Videoconference: Monday, Wednesday–Friday: 8.30am to 11.30am and 1pm to 4.30pm Tuesday: 8.30am to 11.30am</p> <p>In person: Monday, Wednesday–Friday: 9am to 11.15am and 12.45pm to 4pm</p>



Wolston Correctional Centre	<p>Teleconference: 3271 9491</p> <p>Videoconference: 3271 9491</p> <p>In person: 3271 9491</p>	<p>Teleconference: WolVideoConferencing@corrections.qld.gov.au</p> <p>Videoconference: WolVideoConferencing@corrections.qld.gov.au</p> <p>In person: WolstonProfessionalVisits@Corrections.qld.gov.au</p>	<p>Teleconference: Monday–Friday: 8.30am to 11am and 12.30pm to 4pm</p> <p>Videoconference: Monday–Friday: 12.30pm to 4pm</p> <p>In person: Thursday–Friday: 8.15am to 12.15pm, 1.15pm to 3.45pm and 4.45pm to 5.45pm Saturday–Sunday, 8.30am to 11am and 1pm to 3.30pm</p>
Woodford Correctional Centre	<p>Teleconference: 5422 5205</p> <p>Videoconference: 5422 5248</p> <p>In person: 5422 5205</p>	<p>Teleconference: WoodfordVisitsProcessing@corrections.qld.gov.au</p> <p>Videoconference: WOOVideoConferencing@corrections.qld.gov.au</p> <p>In person: WoodfordVisitsProcessing@corrections.qld.gov.au</p>	<p>Teleconference: Monday–Friday: 8.30am to 11am and 2pm to 4pm</p> <p>Videoconference: Monday–Friday: 9 to 4pm</p> <p>In person: Mainstream: Monday–Friday: 9am to 11am and 1pm to 4pm</p> <p>Protection: Monday and Friday: 1pm to 4pm Wednesday (every 1st and 3rd Wednesday of the month): 9am to 11am and 1pm to 4pm</p>



Escalation contacts

If ongoing issues are experienced at a particular correctional centre regarding bookings, or an issue requires resolution urgently (e.g. at the time of the conference), escalation contacts for each centre have been identified and attached below. When escalating a matter, please provide any relevant information/documents that outlines the issue/s to be resolved along with records of the initial booking request.

Correctional Centre	Contact phone	Contact email
Arthur Gorrie Correctional Centre	07 3212 0428	ARGGMOOffice@corrections.qld.gov.au
Borallon Training Correctional Centre	07 5460 8402	BTCCGMSupport@corrections.qld.gov.au
Brisbane Correctional Centre	07 3909 1345	BCCGM@corrections.qld.gov.au
Brisbane Women's Correctional Centre	07 3271 9002	BWCCGM@corrections.qld.gov.au
Capricornia Correctional Centre	07 4912 6202	capccgmoffice@corrections.qld.gov.au
Helana Jones Centre	07 3624 8022	HJCAdmin@corrections.qld.gov.au
Lotus Glen Correctional Centre	07 4092 9226	lgccgmso@corrections.qld.gov.au
Maryborough Correctional Centre	07 4123 7602	mccgmoffice@corrections.qld.gov.au
Numinbah Correctional Centre	07 5533 4835	nccvisits@corrections.qld.gov.au
Palen Creek Correctional Centre	07 5544 3702	palencreekvisits@corrections.qld.gov.au
Southern Queensland Correctional Centre	07 5466 6810	SQCC@corrections.qld.gov.au
Townsville Men's Correctional Centre	07 4430 5408	TCCGMSupport@corrections.qld.gov.au
Townsville Women's Correctional Centre	07 4430 5408	TCCGMSupport@corrections.qld.gov.au
Wolston Correctional Centre	07 3271 9402	WolstonCCGeneralManager@corrections.qld.gov.au
Woodford Correctional Centre	07 5422 5203	WoodfordGMOOffice@corrections.qld.gov.au

System issues or feedback

System issues or feedback related to the bookings and visits process can be provided to Queensland Corrective Services via the Principal Advisor, Judicial Engagement, Office of the Commissioner at 07 3565 7648 / 0438 682 933 or JudicialEngagement@corrections.qld.gov.au

