

Brisbane Correctional Centre

Visitor Information Booklet

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This handbook has been compiled with the assistance of our visitors, custodial and non-custodial teams. While we hope to have covered all the basic information a visitor would find helpful, we may not have covered every question and you can call our general enquires number for further information on 07 3909 1300.

Brisbane Correctional Centre currently houses mainstream, protection and MSU prisoners.

Mainstream – accommodation for the general prison population.

Protection – accommodation for prisoners who require more protective supervision than mainstream, for the safety of themselves and others.

MSU – Maximum Security Unit houses prisoners who are considered serious offenders and require additional security.



Visits Reception

Our visits reception area is open 7 days a week 8am – 4pm for any general enquiries, submitting paperwork, handing in mail, depositing cash or for the collection and dropping off approved property.

A waiting area is available at the front of the block if waiting on prisoners to be discharged.

Booking a Visit- Submitting a Form 27

All visitors need to submit a Form 27 before they can book either a virtual or non-contact visit. Applications must be fully approved for contact visits or any visits in the Maximum-Security Unit.

Q. Where can I find a Form 27?

A. A Form 27 can be found on the Queensland Corrective services website. Copies can also be obtained at any correctional centre's visits area.

[Queensland Corrective Services | Queensland Government \(corrections.qld.gov.au\)](https://www.corrections.qld.gov.au)

Q. What paperwork do I need to submit a Form 27?

All adult visitors must submit a Form 27 with valid identification certified by a Justice of the Peace for each prisoner they wish to visit.

Adult applications that include minors must also have the minor's identification certified by a JP and a letter addressed to the Chief Superintendent including all minor's full name/s, date of birth, relationship to the prisoner and outline why the adult is requesting visitation for a minor. Other information may also be requested to process a child/minor application.

Applications handed in personally at a correctional facility can have the identification verified by a QCS officer instead of a JP.

Q. What are some examples of identification?

A. Drivers licence, Passport, Proof of Age Card

If you do not have one of the above, you can provide 3 of the following:

- Medicare card, health care/ Pension Card, Birth Certificate, Bank card, Statutory Declaration or other government issued Photo Identification displaying signature.



Q. What are some examples of identification for a child visitor?

A. Birth Certificate, Passport, Medicare card, Health card or School Identification card.

Q. How do I submit my Form 27?

A. Your Form 27 can be submitted via the following methods:

Post: BCC Locked Bag 2600, Mt Ommaney Qld 4074

In person: BCC Visitors Reception Block 234 Wacol Station Rd, Wacol Qld 4076

Email: BCCvisitapplications@corrections.qld.gov.au

Please note identification needs to be JP certified if not delivered by hand to staff

Q. What if I have a current Domestic Violence Order but I want to visit?

A. If you have a current Domestic violence order the centre is bound by law to abide by the conditions listed in that order. Written consent can be accepted for contact if the DVO permits it. If not, the order will need to be varied in court.

Q. I want to book a personal visit what are my options?

A. Once your Form 27 has been submitted and received by our team you can email BCCBookAVisit@corrections.qld.gov.au to book a visit.

What to include in the email:

- Your full name
- Date of Birth
- Contact Details
- Details of the prisoner you wish to book a visit with
- Details of any other visitors who wish to attend
- 3 preferences for the day/time of your visit

We can also email you a copy of the booking form if you request one.

If you are unable to email the above address, you can complete a form at our visits building or call and we will email on your behalf. Calling will not expedite your request as an email will be sent on your behalf.

Q. How do I know what times and days are available for me to book a visit?

SESSION	MON	TUE	WED	THUR	FRI	SAT	SUN
8.45am -9.45am	No Visits	No Visits	MS	P	P	P/MSU	MS/MSU
10.30am-11.30am	No Visits	No Visits	P	MS	MS	P	MS
1.00pm-2.00pm	No Visits	No Visits	MS	MS	MS	MS/MSU	MS/MSU
2.45pm-3.45pm	No Visits	No Visits	P	MS	P	MS	P

Under current restrictions prisoners are permitted 1 x 1hr visit from Wednesday to Sunday (inclusive) during the following session times

MS- Mainstream

P- Protection

MSU – Maximum Security Unit

Please note that visit bookings are taken from Saturday to Friday for the following weeks Wednesday to Sunday session times.

Virtual video visits are also available during the above time slots, and you will be emailed a link and instructions on how to conduct your VPV.

Please be aware that booking requests will be processed in order of date and time received and that bookings can no longer be made for the current week and must be made one week in advance. This includes phone or in person requests.

A confirmation email will be sent to the primary person confirming which date/time has been booked.

If neither of the options above are available to you, then you can call Brisbane Correctional centre during normal business hours on 39091300 and an email will be sent to the booking inbox on your behalf.

Other information to Note:

Arrival Times -All visitors over the age of 18 years must be enrolled in the biometric identification system at the centre. Accordingly, 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 visits timings.

Transport to the Centre -A bus service is available for visitors to the Brisbane Correctional Centre. There is no charge to visitors for this service. For further information, contact the Prison Transport Group on Toll Free 1800 334 379. Mobility services can be accommodated if required.

Only visitors booked prior to the visit will be permitted to attend any visit session.



Q. How many people can visit at a time?

A. Contact visits are subject to approval by the General Manager following a criminal history check, with a maximum of 3 persons per visit. Virtual visits may include up to 5 persons with a maximum of 3 adults only. In most circumstances visitors may have non-contact visits pending this approval with a maximum of 2 visitors per visit.

Please note All child visitors must have full approval by the General Manager prior to participating in any visits. Virtual Personal Visits are available to non-contact and contact visitors.

Q. How long will my application take?

A. Application for contact visits (through the submission of Form 27) may take 6-10 weeks.

Q. How do I know which of my visit preferences has been booked?

A. You will receive an email confirming your visit or advising you if we were unable to accommodate your preferences.

Q. How can I change a booking?

A. Changing bookings cannot be facilitated by the centre. If you cannot attend your visit will be cancelled and you will need to submit a new booking request. Visits cancelled by the centre due to operational requirements will be rescheduled for the next mutually suitable time.

Q. I have visited another centre? What do I have to do to now visit Brisbane Correctional Centre?

A. You will need to fill out another Form 27 for submission to have visits.

Q. What can I bring or wear to my visit?

A. Your confirmation email will outline all this information as well.

Visitors are expected to wear clothing appropriate for a Correctional Centre environment.

Examples of **inappropriate** Clothing

- Any clothing displaying racist or derogatory slogans.
- Motorcycle gang colours or clothing with gang insignias
- See through garments, including garments that expose underwear.
- Clothes that are excessively torn, stained, dirty, ripped or frayed.



- Clothes that are revealing-tank tops, singlets, low cut necklines. Sleeved clothing is best.
- Steel capped boots
- Shoes with no rear straps- sandals, slides or thongs
- High heels (heels are to be no higher than 5cm)
- Any jewellery other than wedding and engagement rings
- Swimsuits
- Hair scrunchies or clips (only single elasticated hair ties are allowed)
- Internet enabled watches e.g., smartwatches.
- Prams/Strollers are not permitted into the centre.

Mobile phones are not permitted into the centre and will need to be left in lockers provided.

This list is not exhaustive. If the Visits Supervisor determines that your clothing is inappropriate or will adversely impact the security or good order of the Correctional Centre, then the visit will not be permitted. You can visit the below link for more information.

<https://corrections.qld.gov.au/what-not-to-wear-the-prison-visits-edition/>

Q. Can I smoke in a correctional centre?

A. 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. No smoking is permitted anywhere in the grounds of a correctional centre, including car parks, walkways, visits processing etc.

How to communicate with prisoners

Q. I want to write to a prisoner, how can I?

A. To write to a prisoner please use the address below:

Brisbane Correctional Centre
Locked Bag 2600
Mt Ommaney Qld 4074

Q. How to address your mail?

A. Nicknames and initials may cause your mail to be sent to another prisoner. Writing the prisoner's full name and IOMS number if known and including your full name and a return address will ensure mail is delivered quickly and correctly.



Q. How do prisoners access materials to write and send letters?

- A. Prisoners can purchase writing and postage materials and can keep personal written correspondence.

Q. What can I send in?

- A. Please be aware there are certain items/materials that are not permitted into the centre and will be returned to you if sent via mail. All mail is searched for contraband. Please see below a list of what is not permitted in each different section.

PHOTOS

- Laminated/Polaroid/Instax photos.
- Excessive number (20 photos per day limit)
- Child Photos require a statutory declaration.
- Showing partially clothed persons, mid-drifts, bare chests, underwear, swim wear or children in any backgrounds including at sporting events, birthday parties, at the beach, shops etc.

SOCIAL MEDIA

- Hardcopies of social media are not accepted.
- Prints/photos of e-mails, Facebook, Twitter etc.
- Prints from internet sites or showing addresses of web sites or e-mail accounts.

CARDS, LETTERS AND STATIONERY

- Cards: blank, 3D, hand-made, electronic, layers/complex, raised text/images, glued, glitter, stickers

INAPPROPRIATE CONTENT

- violence, child images, smoking, alcohol, tagging, spray painting, illegal activities, gambling, extensive tattooing, graffiti, drugs, weapons

PAPER

- glitter/stickers, glued, whiteout, dense paint/crayon/ink/colouring, metallic/gel/glitter pens, lipstick, unknown substances, heavily perfumed / odours, staining, sticky tape, cardboard.

PLASTIC

- credit type size cards; verse / novelty / religious / magnetic Blank/empty envelopes/post cards, stamps, notepads, pens, writing paper or blank pages.



FOLDERS

- (e.g. ring binders), books, magazines, calendars, etc. BOOKS, magazines, advertising

BOOKS

- photocopy of books, magazines, newsletters, newspapers or newspaper clippings, bookmarks, maps, business cards, advertising, brochures

PERSONAL ITEMS

- Personal items and clothing are not accepted, including jocks, socks, singlets, runners/shoes, shavers, sunglasses or jewellery. Most items a prisoner needs are available from the internal shop.
- Any medically required items must be approved by the General Manager

NOVELTY ITEMS, CRAFT & EXCESSIVE PAPER PAGES

- Excess lyrics/stories/drawings/puzzles, scratch cards/pics, origami, craft or hand-made items

DIGITAL DATA

- USB's, CD's, DVD's, Memory/Sim Cards

FOODS OR ORGANIC MATERIAL of any kind will not be accepted:

- Easter eggs, chocolates, biscuits, birthday cake, lollies, foodstuffs for special diets, drinks, etc.

PARCELS

The General Manager will consider requests from Prisoners for Receipts of Parcels. It is the Prisoners responsibility to notify you of the outcome of the requests. Approved Form 5 must have been received at Visits Reception prior to any items being accepted by staff.

Q. What photos require a Statutory Declaration? What should it include?

A. Photos with children in them or even in the background of a photo and baby scan images require a statutory declaration. The information required is below.

- A declaration from the biological mother or legal guardian of each child
- The established relationship between each child and the prisoner
- That permission is given for the prisoner to receive photos.
- In case of multiple children please put each of their date of births

A typical example of text on an approved Statutory Declaration that has been signed and stamped by an approved person such as a Justice of the Peace:

I, Kate Smith, am the biological mother of the children in these photos:

1. *Dan smith, date of birth 02-02-2014*
2. *Jan Smith; date of birth 03-03-2013*
3. *Dave Smith; date of birth 05-05-2005*

Mark smith is the biological father of Dan and Jan and the stepfather of Dave. I give permission for Mark Smith to receive these photos.

Please note: No other children may be shown in the photos (such as in the background at sporting events, birthday parties, at the beach etc.)

Prisoner Property

Q. How do I collect a prisoner's property?

A. If a family member wishes to pick up a prisoner's property, the prisoner must have completed a handout form nominating a specific person to collect. This person must bring their identification when collecting.

Q. Can I drop off prisoner property?

A. If you wish to drop off approved personal items, the prisoner must have completed a hand in form and the form must be approved prior to the items being sent in. Property cannot be sent via the email under any circumstances.

Hand in and hand out of property is handled through our visit's reception block between 8am and 4pm and staff will only accept/hand out property that has been processed as above.

Emailing a Prisoner

Q. How can I Email a prisoner?

A. You can email a prisoner by going to the below website
www.emailprisoner.com.au

It takes a few minutes to sign up and once you receive your security code you can begin sending messages.

Cost of these emails can be found on the website.

The system allows you to write a message, press **send** and sit back knowing the message will be delivered safely and securely to the selected location.

Your message is printed inside the Correctional Centre and will be included in the next mail delivery. If you requested a reply, your Recipient will also be given a prepaid coded reply sheet. Once they write their reply and it is sent back, you will receive a notification to your registered e-mail address.

If the establishment your recipient is in uses Email a Prisoner on Kiosks, your message will be delivered electronically. Your recipient will then be able to write an electronic reply on the Kiosk also. (You will have to ask your Recipient if they receive messages on paper or on Kiosk.) BCC currently do not use the kiosk.

All emails are at the Correctional Centres discretion (as with all correspondence) on censoring messages and how quickly the messages are given to the recipient. Some establishments do not deliver emails on the weekend or Public Holidays.

Please allow 3 working days for your message to be delivered to the recipient.

Sending Money

Q. How can I send in money to a prisoner?

- A. Money can be sent to a prisoner: Secure Payment Services is our preferred method for depositing monies into a prisoner account. This can be found on the below website www.secure-payment-services.com.au

Money orders or cheques received via mail will be automatically banked into Prisoner Trust Accounts. Please note that the centre will not process any cash sent via the mail, it will be returned to sender or if that is not possible frozen until the prisoner's discharge. Up to \$500 can be presented at Visits reception – the sender will need to provide name and address along with photo identification. Monies greater than \$500.00 will not be accepted. Please ensure the sender's name is written on the envelope or the money will be frozen and not made available to the prisoner.

Q. How does secure payments work?

- A. After going to the website above you will need to sign up and once you receive your security code you can begin sending funds.

A credit or debit card is required and once the transaction is successfully completed, your money is electronically delivered to the establishment, the next business day.

The Cost to send is calculated on the amount sent, for a more detailed breakdown of costs please see the above website.

The system allows you to enter the amount to be sent, press **send** and then sit back in the knowledge the funds will be delivered quickly, safely and securely to the establishment of your choice.



The payments are allocated to the Recipient's account by the finance department at the establishment that afternoon or following morning, depending on how many payments have been received by that establishment on that particular day (excluding public holidays and weekends). It is then up to the establishment to allocate the funds to your recipient.

When you see *Transferred to the Prison* on your account under **Transfer History**, then you can be assured that the funds have been sent to the establishment.

Adding Phone Numbers

Q. How can I get my phone number added to a prisoner account?

A. For a number to be added to a prisoner Arunta account the prisoner must complete a written request form and submit it to the Correctional officer. The officer will then attempt to call the nominated person in order to seek their approval for the number to be added. Attempts to call between specific times can be requested on the form by the prisoner, after 3 failed attempts to make contact, the form will be sent back to the prisoner.

Please be aware that if you do miss a call, you will have to wait for another. Calling the centre back will just send you through you to switchboard who cannot assist with this.

Once your number has been approved a prisoner can call you pending availability of funds.

Call Times

Q. When do prisoners get time to make phone calls?

A. Prisoners have the availability to make phone calls between 8am-4pm 7 days a week. However, please be aware access can be varied due to a prisoner's unit routine or operational issues that may occur.

Removing Phone Numbers

Q. How can I remove my phone number?

A. In order to have your phone number removed you will need to write a letter requesting the removal of these details to the General Manager for approval.

Be sure to note as much information as possible. Such as the following

- Prisoner name and IOMS number
- Your name, phone number and address
- Any Domestic Violence Order details if applicable

- Include any threats that may have been made against you.
- Provide a reason for the removal.

You can address the letter to following address:

General Manager

Brisbane correctional Centre

Locked Bag 2600

Mount Ommaney QLD 4074

Prisoner Location

Q. How do I find out where a prisoner is located?

A. To find a prisoner location, please visit the below website

[Search Prisoners | Queensland Corrective Services \(corrections.qld.gov.au\)](https://www.corrections.qld.gov.au)

Prisoner Transfers

Q. What to do if you are concerned about a pending transfer of a prisoner?

A. You will need to write a letter to the General Manager outlining your concerns. This will then be provided to the relevant area for their information. You can mail this into the address provided above or to the enquiries email below.

bccenquiries@corrections.qld.gov.au

Discharges

Q. I have been informed a prisoner is being released, what time can I come pick them up?

A. The centre is unable to provide you with a specific time as releases/discharges depends on the operation requirements of the centre and it also an issue of safety. In general, they can happen from 9am but can be at any time.

Prisoners in Hospital

Q. I want to know if a prisoner has gone to hospital, what can I know?

A. The centre is only permitted to confirm with the primary contact whether a prisoner is currently at hospital. The centre cannot advise of why they have been admitted. If they are seriously ill the contact person will be advised.

Q. Am I allowed to visit a prisoner who is in hospital?

A. If a prisoner is in hospital for a length of time, then you can visit, given you have been approved.

Please be advised the centre cannot provide any general information to visitors regarding hospital visits other than the above for security reasons.

Concerns for Welfare/Medical Issues of a Prisoner

Q. I have concerns for the safety/wellbeing of a prisoner who do I contact?

A. You can contact the centre on the following number 07 3909 1300 and inform the switchboard operator for your concerns who will contact the relevant staff. You can also email the bccenquiries@corrections.qld.gov.au which will be forwarded to the relevant area. Please be advised that we cannot speak to the prisoner or pass on messages on your behalf. We can only forward on your concerns to the relevant areas.

