



FAQ'S



What is Xpress Bookings?

The Xpress Bookings system is an electronic visit booking system that allows professional visitors to make bookings online with prisoners 48 hours or more in advance.

When will the Xpress Bookings system be available?

The new booking system will be live on 28 August 2023.

How do I access the booking system?

From 28 August 2023, you can access the new booking system here: visitbookings.corrections.sa.gov.au

What are some of the benefits?

- Saves time and easy to use;
- Improved accessibility to prisoners;
- Available 24 hours, 7 days per week;
- Available across all institutions;
- Includes the ability to book third party visitors such as translators.

Will I need to register to use the Xpress Bookings system?

Professional visitors who are already approved will have immediate access with no need to register. Any new professional visitors will need to register for an account through the Xpress Booking System.

Will my administration personnel be able to make bookings on my behalf?

Administration personnel will be able to make bookings on your behalf by registering for a login. They will need to provide a letter from the employer confirming their employment status.

How do I book a visit?

You will need enter the prisoner's DCS ID number to create a professional visit with that person. You will follow the prompts and select the required visit type, date, and time.

How will I know if a prisoner has moved?

When a booking changes regardless of being booked online or directly with the booking officer, you will receive cancellation notification by email or SMS.



What happens when my practicing certificate expires?

You will need to ensure you provide an updated practicing certificate annually and send to DCSProfVisitRegistrations@sa.gov.au.

Note, your access to the portal will expire after three years. If updated credentials are not provided within this timeframe, your account will be suspended until they are received.

If you are no longer practicing, you need to advise the Department via the above email.

Can we make an AVL booking using Xpress Bookings?

Video link ups will be available for Mount Gambier Prison and Port Augusta Prison.

Who can I talk to if I have questions about booking a visit?

The Booking Officer for each site will be able to assist. You will also find a reference link to contact each site's Booking Officer on the Corrections SA website.

How far in advance can I make a booking?

Bookings can be made up to 30 days in advance. Bookings cut off at midnight the day before the booking. Please be aware that prisoners can move locations frequently and booking a visit far in advance can result in cancellation and the need to re-book.

What are the password requirements?

Users will be required to change their passwords on first login. The password must consist of at least 8 or more characters and contain one number, one uppercase, and one lowercase letter.

Will my password expire?

The password will not expire, but users will be forced to change it should they enter it incorrectly three times.

Can I update my personal details?

You cannot update your details through the portal. To have your details amended, please contact a Booking Officer.

What if I need another person to also attend the visit e.g. interpreter?

You can include interpreters and translators in your visits by using the 'Accompanying Visitor' Selection. If your accompanying visitor is not registered, you will need to register them through the 'Accompanying Visitor' section on the portal.

If you do not know the accompanying visitor's name at the time of booking, you can contact the site directly and include them in the booking.



Can I add colleagues in a visit?

Yes, you can add a colleague to attend a visit with you as long as they are registered with an account. To add them, search the 'My Company' section and include them in the visit.

Note, they must be from the same organisation to add them into the visit.

Can I visit with multiple prisoners?

Yes, you can add multiple prisoners to a visit.

What if I require an urgent professional visit after the booking cut off period?

If an urgent visit is required, you can contact the sites professional visit booking officer to create the booking for you.

Can I edit my booking?

No, once booked you cannot make any edits to a visit booking. If you need to edit your booking you will need to contact the site directly. Alternatively, you can cancel and create a new booking.

What internet browser do I need?

Internet Explorer and Google Chrome are the preferred browsers to use when operating Xpress Bookings.