

Start Your Custodial Correctional Officer (CCO) Journey

Information & Insights



Secure & Rewarding Employment:

- Permanent full-time roles with long-term career pathways
- 10 weeks paid training to set you up for success
- Certificate III in Correctional Practice completed during your first year

Salary, Allowances & Rostering

- Competitive base salary starting at \$2,834.54 per fortnight (pre-tax including superannuation), with annual pay progression
- Shift allowance of 31.5% applies for staff working across a 24/7 roster, and after successful completion of the COEP
- 5 weeks annual leave with 27.5% leave loading
- Rosters include a mix of day, night, weekend, and public holiday shifts to ensure 24/7 coverage
- Day shifts: 6:00–18:00 or 7:00–19:00
- Night shifts: 18:00–6:00 or 19:00–7:00

Health & Wellbeing

- Access health and wellbeing services including Employee Assistance Program (EAP)
- Meals and Uniforms provided to make your day easier
- Salary Sacrificing options to maximise your income

Uniform and Dress Code

- Jewellery & Piercings: Minimal jewellery is permitted. Rings must be flat, and only one small stud or sleeper is allowed—no other facial piercings
- Tattoos & Body Art: Nothing above neck/jaw line unless culturally appropriate. Obscene, offensive, sexist, culturally insensitive or tattoos related to criminal activity are prohibited

Important: Custodial Correctional Officers are required to use computers and digital systems as part of their daily duties, including report writing, record management and communication. Applicants should have a reasonable level of language, literacy, numeracy, and digital skills, which will be assessed during the recruitment process and throughout the Correctional Officer Entry Program (COEP).

Managing Conflicts of Interest

Conflict of Interests (COI) can include any current or past prisoner associations/affiliations or any family/friends that work for Queensland Corrective Services (QCS). It is a requirement that all applicants declare any COI's they may have.

Document Submission – Let's Keep Things Moving!

To progress your application, QCS requires you to complete pre-employment forms and upload your driver's licence via DocuSign. Please action your DocuSign link within 7 days; we can't move forward until we receive your completed forms. Be sure to answer all questions truthfully and completely. If you're unsure about anything, please reach out before submitting, the CCO Recruitment team is here to help.

Criminal History Checks

QCS will lodge and cover the cost of criminal history checks through Queensland Police Service. You must declare all offences on your form, including juvenile offences, future court dates, and cases with no recorded conviction. Under legislation, QCS receives details of all offences regardless of when they occurred.



Reference Check Requirements

To support your application, we'll need two references from the past five years—both should be from managers or supervisors you've directly reported to. One of them must be your current employer. It's a great way for us to learn more about your experience and working style!

First Aid Certificate – What You Need to Know

To join the team, you'll need a valid HLTAID003 or HLTAID011 – Provide First Aid certificate. If you don't have one yet, no stress—just wait until you've passed the RTME before booking. If you already have a certificate, make sure it's valid for at least 12 months from the start of COEP. You'll need to complete this before your training begins, so keep it on your radar!

Boost Your Starting Pay with a Relevant Degree

If you hold a degree that's relevant to the CCO role, you could be eligible for a higher starting pay level. To have your qualification assessed, simply provide a certified copy of your degree.

Recognition of Skills, Knowledge and Abilities

If you'd like your previous custodial or policing skills, experience, or qualifications considered for pay purposes upon appointment, please share all relevant details and documents with QCS before your start date. We'll assess your submission against the role responsibilities and fit to determine if a higher pay point is appropriate. Your application should include:

- Relevant formal qualifications
- Recent experience in custodial or policing settings across Australia or New Zealand

Your Journey Through the Custodial Officer Entry Program (COEP)

To successfully complete the COEP, you'll need to show competence across academic, written, role play, and physical assessments. Here's what to expect:

- Training takes place at either the QCS Academy in Wacol or a regional correctional centre
- Monday to Friday, approx. 8:00am–4:45pm
- Includes hands-on placements in correctional centres
- 12-month probation starting from day one of COEP
- Training includes:
 - Exposure to chemical agents
 - Firearms training
 - Tactical skills development

Cultural Support During Recruitment

QCS offers dedicated support for First Nations candidates through our Adviser Identified (First Nations Recruitment Officer).

Want to have a yarn? Reach out via our contact details below.

07 3565 7252

qcsfirstnationsrecruitment@corrections.qld.gov.au

For any enquiries, please reach out to our team via the contact details below.

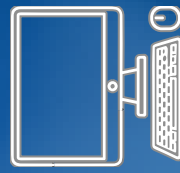
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We're here to support you every step of the way.

Custodial Correctional Officer - Recruitment Process

Join Queensland Corrective Services & make a difference



Online Assessments

Language, Literacy, Numeracy & Digital Learning Assessments.
Conducted online- QCS will send you a link to complete the assessment



Fitness Assessment

Respond to Medical Emergency (RTME) test (completed within 5 minutes).



Medical Check

Conducted via Sonic Health Plus (QCS will cover the cost of this. Full disclosure required).



Criminal History & Police Checks

All previous offences must be disclosed



Custodial Officer Entry Program (COEP)

Duration: 10-week paid training at QCS Academy (Wacol) or regional centre.
Training Includes: Chemical agent exposure, firearms, tactical skills.
Probation: 12 months, during which a Certificate III in Correctional Practice is completed.



First Aid Certificate

HLTAID003/HLTAID011 required before commencing COEP



Qualification Recognition

Relevant degrees may qualify for higher pay points.
Recognition of Skills Knowledge & Abilities (RSKA): Previous custodial or policing experience may be recognised for higher pay points.



Reference Checks

Two referees from a manager or supervisor within the past five years.