



Townsville Correctional Complex

Visitor information

Applications to visit (either in person or virtual) must have a Form 27 submitted and approved. The completed forms may be forwarded by mail to the address below or by email to: TCCVisitProcessing@corrections.qld.gov.au

Booking Times

To book a visit, please phone (07) 4430 5430.

Personal visit bookings Monday to Thursday 9:00am-4.00pm

Virtual Visit bookings Monday to Friday 9.00am-4.00pm

The Visits Booking phone line takes a high volume of calls is experienced - visitor patience during these times is appreciated. Visit bookings for weekend visits close each Thursday. Please book your visit as early as possible to allow adequate time for processing.

Visiting Times

	Days	Visit times
Secure Male	Saturday	9.30am – 10.30am
McCann accommodation, Village accommodation, S11-13	Saturday or Sunday	12.15pm – 1.15pm
McCann accommodation and Village accommodation, R19 & 20	Saturday or Sunday	2.45pm – 3.45pm
Protection Male	Sunday	9.30am – 10.30am
Male Farm Complex	Saturday and Sunday	12.30pm – 2.30pm
Women's	Saturday or Sunday	9.30am – 10.30am 12.15pm – 1.15pm 2.45pm – 3.45pm
Women's low/open	Saturday and Sunday	12.00pm – 2.00pm

Arrival Times

All visitors must present to Visit Processing no less than one hour (60 minutes) prior to commencement of visits. All visitors over the age of 18 years must be enrolled in the biometric identification system at the centre.

The maximum number of visitors per prisoner is as follows:

- 3 adults and 4 children (contact visit) or 3 adults and 2 children (non contact visit).

Transport to the Centre

Black and White Cabs Contact details (for passengers) – During business hours - (07) 4727 0800 after hours (07) 3860 1877.

A free transport service is available for visitors to the Townsville Correctional Complex to the Saturday and Sunday (morning and afternoon) visit sessions. Bookings must be made for this service. For further information please contact Black and White Cabs.

Mobility services can be accommodated if required.

Pickup/ drop off locations –

Riverway Drive,
Willow Shopping Centre,
Ross River Road,
Townsville Shopping Centre,
Garbutt Shopping Centre,
Townsville Railway Station,
Breakwater Ferry Terminal,
Fairfield Central Shopping Centre,
Southward Road bus stop, and

Current at 1 July 2024



Townsville Correctional Centre precinct.

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

Mobile phones are not permitted within the correctional centres. Mobile phones must be left in vehicles or lockers provided at visits processing. Any mobile phones brought into the correctional centres may be confiscated.

There are no toilet facilities available at the prisoner visits area. Toilet facilities are available in the Administration Building for visitors to use before and after their visit session. Personal lockers are available for visitors in the foyer of the visits area. Visitors are advised that there are requirements in regard to dress and behaviour standards that must be adhered to.

Nappies need to be provided by the visitor [two only]. Visitors may bring in one bottle containing pre-mixed formula only and one bib (containers are not permitted). No hand washing facilities are available inside the centre. No money or drinks permitted into the centre.

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.

Contact Information

Postal Address: PO Box 5574 TOWNSVILLE QLD 4810

Street Address: Dwyer Street TOWNSVILLE QLD 4811

General Enquiries: (07) 4430 5999

Visit email: TCCVisitProcessing@corrections.qld.gov.au