



# 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](mailto: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 has a single operator and at times, a high volume of calls is experienced - visitor patience during these times is appreciated. Visit bookings for weekend visits close each Thursday. Where possible, 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 Officers no less than one hour (60 minutes) prior to commencement of visits. 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

A bus service is available for visitors to the Townsville Correctional Centre. There is no charge to visitors for this service. For further information, contact Black and White Cabs on Non-Toll Free (07) 4727 0800 during business hours or (07) 3860 1877 after hours. To change or cancel a booking outside business hours contact 133222. Mobility services can be accommodated if required.

### 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.

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.

### 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.

Current at February 2024



### **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](mailto:TCCVisitProcessing@corrections.qld.gov.au)

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