

Palen Creek Correctional Centre

Visitor information

All visitors to the Palen Creek Correctional Centre must be approved by the Deputy General Manager prior to the visit.

To book a visit, please phone (07) 5544 3111 on Tuesday and Wednesday, 9am – 11am, and 1pm – 3pm ONLY. Bookings will not be taken outside these hours, EXCEPT for prisoners who have been transferred to the centre on a Thursday. These visitors bookings may be made between 9am – 10am on Friday.

Permanent bookings are available, but can only be arranged by prisoners.

Days	Visit times
Saturday	10:00am – 12:00pm
Sunday	10:00am – 12:00pm

Arrival Times

9:30am – 10:30am

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.

No food or drink products are permitted to be brought in. However an exception will be given to drinks for infants and babies provided they are in a sealed plastic bottle or can. No plastic bottles or containers larger than 750mls are permitted.

Bottle warming facilities are provided for warming baby bottles and a refrigerator for storing baby requirements is available.

Visitors may bring coins on visits to purchase soft drinks through the vending machine.

No money (cash, cheques or money orders) will be accepted by staff for prisoners during weekend visit sessions. These items can be sent by mail only.

Hand in property must be approved by the centre prior to arriving at the centre, otherwise it will be returned to the sender.

Transport to the Centre

A bus service is available for visitors to the Palen Creek Correctional Centre. There is no charge to visitors for this service. Visitors MUST be an approved visitor to use this service.

For further information, contact the Prison Transport Group on Toll Free 1800 334 379. Mobility services can be accommodated if required.

Contact Details

Postal Address: Private Mail Bag 1, Rathdowney QLD 4287

Street Address: 12113 Mt Lindesay Highway, Rathdowney QLD 4287

General Enquiries: (07) 5544 3700

Bookings: (07) 5544 3111