



Palen Creek Correctional Centre

Visitor information

All visitors to Palen Creek Correctional Centre must be approved prior to the visit.

To book a contact or virtual visit, please phone (07) 5544 3111, Tuesday and Wednesday between 9:00am-11:00am and 1:00pm- 3:00pm ONLY. Bookings will not be taken outside these hours, EXCEPT for prisoners who have been transferred to the centre on a Thursday, these visitor bookings may be made between 9:00am-10:00am on Friday.

Suitable identification must be produced on each visit.

Permanent bookings are not currently available.

Centre visits

Each prisoner is entitled to one centre visit per week. Numbers capped at 30 prisoners (maximum of 3 adult visitors and 2 children per prisoner)

Days	Visit times
Saturday	9.00am – 11.00am Option to leave after first hour
Sunday	9.00am – 11.00am Option to leave after first hour

Virtual Visits

Each prisoner is entitled to one virtual visit per week. You must have a valid Form 27 – personal visit application.

Days	Visit times
Friday, Saturday, Sunday and Monday	8:00am – 6:30pm (30-minute intervals)

Arrival Times at contact visits

Please arrive 30 minutes prior to the start of the visit for processing. Maximum of three visitors per prisoner per visit.

Other Information

Smoking is not permitted during visits sessions or on the prison reserve, inclusive of the car park.

No food, drink, tobacco products are permitted to be brought in. However, you may bring on of the below items with you when accompanied by children under school age.

- 1 nappy
- Baby wipes
- 1 bottle of formula (premade)
- 1 breastfeeding cover blanket (if you choose)

Bottle warming facilities are provided for warming baby bottles. You may do this on entry or exit of the facility. Prams, push chairs, nappy bags and strollers are not permitted to enter the facility.

Visitors are allocated a table to sit at for the duration of the visit. If the visitor would like to move to the grass area with their child/children, this will be at the discretion of the supervising officer and Correctional Supervisor on that day.

Visitors will be provided with the Appropriate Dress Standards Notice when they receive their approval letter for entry to the facility. Any visitor who is not compliant with the appropriate dress standards will not be allowed entry to the visit session. Non-compliant visitors will be afforded the opportunity to change visit times however if they are unable to do so the visit will be cancelled and documented.



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.

For more information see [Visiting a prisoner](#).

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 Information

Postal Address: Private Mail Bag 1, RATHDOWNEY QLD 4287

Street Address: 12113 Mt Lindsay Highway, RATHDOWNEY QLD 4287

General Enquiries: (07) 5544 3700

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