



# Palen Creek Correctional Centre

## Visitor information

All visitors to Palen Creek Correctional Centre must be approved prior to the visit (for contact visits and virtual visits).

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 available.

### Centre visits

Each prisoner is entitled to one centre visit per week, with a 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.

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.

### 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 one each of the below items with you when accompanied by children under school age.

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

Bottle warming facilities are provided. 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 permitted 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 may be cancelled.

### COVID restrictions

Current at 1 July 2024



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***  
**Prison Transport Group Inc.**

A free bus service is available for visitors to the Palen Creek Correctional Centre for the Saturday morning visit session. Bookings must be made for this service. For further information regarding the service please contact the Prison Transport Group Inc.

Mobility services can be accommodated if required.

**Contact details (for passengers)** – Toll Free 1800 334 379 or visit [www.prisontransport.com.au](http://www.prisontransport.com.au) .

Pickup/ drop off locations –

Roma Street precinct,  
Altandi train Station,  
Sunnybank Hills Bus Stop, and  
Palen Creek Correctional Centre.

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