



Palen Creek Correctional Centre inspection report summary 2025



QUEENSLAND
OMBUDSMAN

Inspector of
Detention Services

What we did



We **inspected** Palen Creek Correctional Centre in June 2024.

Inspected means we looked at what happens at the centre.



We wanted to find out if the centre:

- treats prisoners the right way
- is clean and tidy
- has enough staff
- has good health care
- lets prisoners work or do training
- lets prisoners spend time with their children.



We talked to people and took photographs.

We talked to:

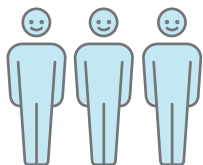
- staff at the centre
- prisoners at the centre
- prisoners at the work camps in Mitchell and Charleville
- people who work at the medical centre
- community workers who visit prisoners
- family and friends who visit prisoners
- people who work for the government.

About the centre



Palen Creek Correctional Centre is at Rathdowney, south-west of Brisbane.

The centre is on Mununjali, Yugambeh and Ugarapul land.

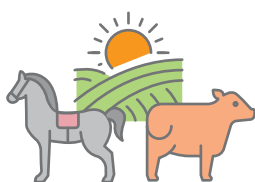


The centre is a low-security prison for men.

It can hold 201 men.



About 40 prisoners at the centre are Aboriginal men and Torres Strait Islander men.



It has a farm with horses, cattle and a big vegetable garden.



The centre has:

- a medical centre
- a library with computers
- a gym, tennis court and oval
- big open spaces and gardens
- 4 work camps at Mitchell, Charleville, Dirranbandi and St George.



Most prisoners live in units with:

- bedrooms
- a shared bathroom
- a kitchen
- a living room.



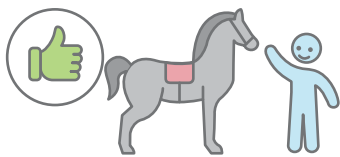
The prisoners are locked in their units at night.

The prisoners can walk around the centre in the day time.

What we found



Most prisoners like being at the centre.



They like living on a farm.



The centre is clean and tidy.



Some of the buildings are old and need to be fixed.



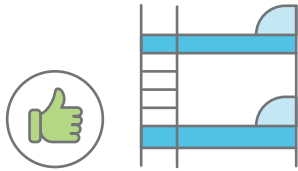
Staff treat prisoners the right way.

Most staff are friendly.



The prisoners get good food.

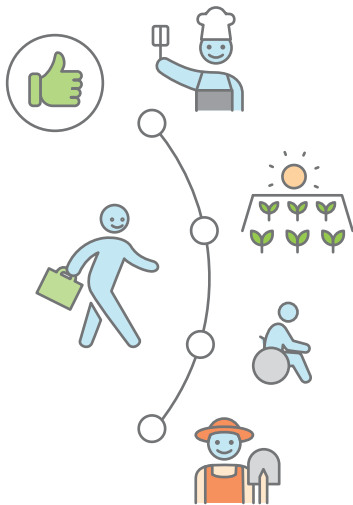
They cook most of their own meals.



Some prisoners have to share a room.

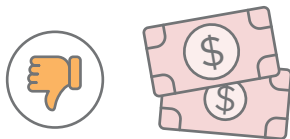


They cannot choose who they share with.



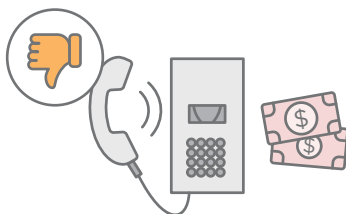
Prisoners can get a job:

- in the kitchen or laundry
- on the farm
- making wheelchairs
- in the local community
- at a work camp.



Prisoners get paid for their work.

But they don't get paid much.



Prisoners at the work camps find it hard to talk to their family.

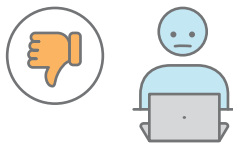
Phone calls cost a lot of money.



Prisoners can do training to help them get a job.

They can:

- learn to train dogs and ride horses.
- do certificates or university courses.
- work in the community through work camps.



Prisoners do not get enough computer training.



Prisoners can do work to help the community.



New prisoners get information about the centre.

But the information is hard to read.



Prisoners can have visits from family and friends.

The place where they meet family and friends is cold and dark.



Prisoners can record themselves reading a story.

They can send the recording to their children.



Aboriginal men and Torres Strait Islander men do not get enough cultural support at the prison.

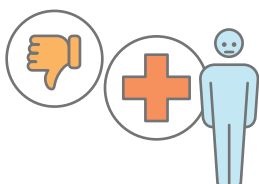


Prisoners get good health care.

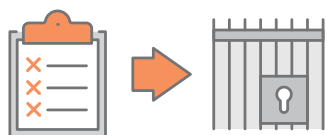
They do not have to wait to see a nurse or doctor.



Sometimes prisoners wait a long time to see a dentist, optometrist, podiatrist or physiotherapist.



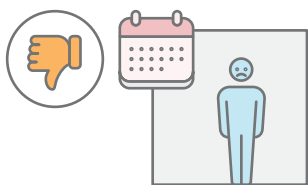
Sometimes it is hard for prisoners to get to hospital.



If a prisoner breaks the rules, they get sent to a secure prison.

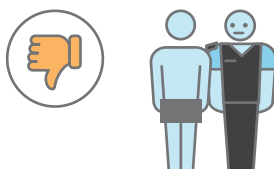


Sometimes they do not get enough information about why they are sent to a secure prison.



Before a prisoner is sent to a secure prison, they are put in a small room by themselves.

Sometimes they stay in the room for a long time.



Prisoners get strip searched.



The centre has a prisoner **advisory committee**.

The **advisory committee** is a group of prisoners and staff who talk about things at the centre.

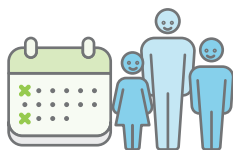


Prisoners can ask for things and make complaints.

What we think should happen



The centre should check its buildings and fix things.



Prisoners should be able to have more visits from family and friends.



Prisoners need a better place to meet family and friends.



Prisoners should get fair pay for their work.



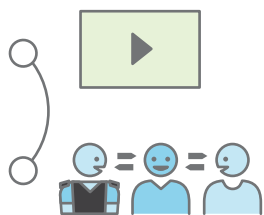
The centre should let everyone do computer training.



The centre could let prisoners get a job outside the prison.



Prisoners at work camps should be able to use a special computer to contact their family.



New prisoners should get **accessible** information when they arrive at the centre.

The centre could:

- make a video
- offer **interpreters**.

Accessible means the information is easy for everyone to use.

Interpreters listen to things said in one language and say them in another language.



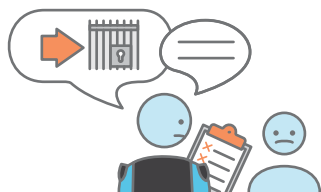
The library needs the right information about legal issues.



Aboriginal men and Torres Strait Islander men need more cultural support at the prison.

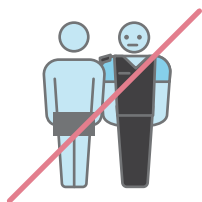


The health centre should have a way for prisoners to complain.

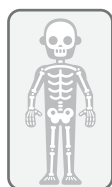


Prisoners who are sent to a secure prison should be told why.

They should be told how to complain.



The centre should stop doing strip searches.



The centre should get a body scanner.

What happens next



We wrote a report about what we saw at Palen Creek Correctional Centre

This is a summary of the report.



We cannot make changes at the centre.

But our report is about the things that should change.



We gave our report to:

- Queensland Corrective Services
- Metro South Hospital and Health Service
- Queensland Parliament.

They will use our report to decide whether to change things at the centre.



We put the report on our website.



You can ask for a copy of the report.

Who we are

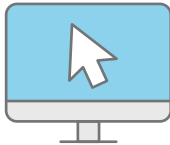


We are a team of people who inspect detention services in Queensland.



We want detention services to be **humane**.

Humane means people are treated the right way.



You can read more about us.

Ask for a copy of our *Easy Read Inspector of Detention Services – What we do*.

It is on our website.

How to contact us

We are a special team of the Queensland Ombudsman.



Phone

07 3005 7000



Mail

GPO Box 3314
Brisbane
Queensland 4001



Interpreter

131 450



Speak & Listen

1300 555 727



Website

ombudsman.qld.gov.au



Email

ombudsman@ombudsman.qld.gov.au

We acknowledge the Traditional Owners of the land throughout Queensland and their continuing connection to land, culture and community. We pay our respects to Elders past, present and emerging.

This Easy Read document is a cut down version of the full report, *Southern Queensland Correctional Centre inspection report*. It does not tell everything that we do. It is a way to help more people find out about what we do. Our website tells you more.

