



Lotus Glen Correctional Centre

Visitor information

To book a visit, please phone (07) 4092 9212 on Tuesday, Wednesday and Thursday between 9am – 11am and 1pm – 3pm ONLY. A Form 27 (Application to Visit) is to be submitted by post or email and must be accompanied by identification witnessed by a Justice of the Peace (as prescribed on the form) prior to sending. All applications **must** be renewed every 12 months.

Bookings will not be taken outside these hours. As seating within the centre is limited, you are encouraged to book your visit as soon as possible. Visitors are encouraged to make permanent bookings to avoid telephoning each week. Maximum number of three visitors per prisoner per visit.

Days		Morning	Afternoon
Secure	Saturday	9am – 10am arrive 8.00am	1pm – 2pm Arrive 12 noon
Secure	Sunday	9am – 10am (child free session) arrive 8.00am	1pm – 2pm Arrive 12 noon
Farm	Saturday and Sunday	12:30pm – 1:30pm arrive 12.15pm	

Arrival Times

All centre visitors must arrive at the centre at least 60 minutes before their scheduled visit. All farm visitors must arrive at the farm at least 15 minutes before their scheduled visit.

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.

Before entering the centre, visitors are required to empty their pockets and place the contents and any other valuables in a locker. This includes mobile telephones, money, food, drink and jewellery. Toilets should be accessed at the visiting processing centre prior to proceeding to the visit area. Visitors who require access to toilets during a visit may have their visit terminated or revert to non-contact.

Directions

The Lotus Glen Correctional Centre is located 14 kilometres outside Mareeba.

From Cairns, travel along the Captain Cook Highway to Smithfield, and then another 61 kilometres along the Kennedy Highway from Smithfield to Mareeba. There are two ways to reach the Centre from Mareeba:

1. Turn left and take the Kennedy Highway towards Atherton. Before you reach Walkamin you see a speed limit sign of 80 km/h, after the 80 km/h sign turn right into Hansen Road, drive 6 kms keeping to the right and pass through the granite creek causeway onto Springmount Road, travel another 4.8 kms and turn right onto Chettle Road, travel 200 mtrs and turn right onto the Prison reserve.

OR

2. Turn right and travel through the township of Mareeba, once you pass the granite creek bridge turn left towards the township of Dimbulah. Travel 14 kms from the bridge turnoff. Turn left onto Chettle Road, travel another 7 kms and turn left onto the Prison reserve.

Transport to the Centre

Down Under Tours

A free bus service is available for visitors to the Lotus Glen Correctional Centre for Saturday and Sunday afternoon visit sessions. Bookings must be made for this service. For further information regarding the service please contact Down Under Tours.

Mobility services can be accommodated if required.

Current as at 1 July 2024



Contact details (for passengers) – Down Under Tours (Aust) Pty Ltd on Non Toll Free (07) 4047 9080.

Pickup/ drop off locations –

Mill Road bus stop, Edmonton,
Stockland Earlville Shopping Centre bus stop ,
Sunbus bus stop - Raintrees Shopping Centre,
Abbot Street bus stop C247 Cairns,
Trans North bus stop - Smithfield Shopping Centre,
Mareeba KFC,
Atherton KFC and,
Lotus Glen Correctional Centre.

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.

Contact Information

Postal Address: Private Mail Bag 1, Mareeba QLD 4880

Street Address: Chettle Road, Mareeba QLD 4880

General Enquiries: (07) 4093 3911

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