



Attachment A

DECISION RECORD

Request Details

FOI Request FA 15/08/01043
File Number ADF2015/43786

Scope of request

- 1. I would like a copy of Serco's protocol in banning visitor's visit's*
- 2. I would like a copy of Serco's investigations protocol when it involves visitor's*

Advice

I consulted with the Department and Serco regarding documents identified as being relevant to your request.

The relevant areas have confirmed that while there are no specific documents that would be subject to the above scope of your request; there are 3 documents that set out the process by which an individual may be 'banned' from visiting an immigration detention facility.

As these 3 documents are relevant to the information you seek, the Department has decided that they are subject to your request for access to documents under the FOI Act.

In addition, further information about the requirement of visitors; visiting hours; and items not permitted in an immigration detention facility can be found on the Departments website at www.border.gov.au.

Authority to make decision

I am an officer authorised under section 23 of the FOI Act to make decisions in respect of requests to access documents or to amend or annotate Departmental records.

Information considered

In reaching my decision, I have considered the following:

- the *Freedom of Information Act 1982*;
- the guidelines published by the Office of the Australian Information Commissioner under s93A of the FOI Act;
- the terms of your request;
- Departmental documents, identified in the schedule; and
- consultation with the responsible area.

Reasons for decision

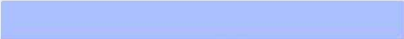
I am satisfied that I have been provided with all the relevant documents to consider in my decision.

The schedule of the 3 documents that fall within the scope of your request at Attachment B sets out the decision on access and, where appropriate, refers to various sections of the FOI Act.

I have considered the 3 documents and am satisfied that no exemptions apply. Therefore, I am releasing the documents to you in full.



Authorised decision maker
Freedom of Information Section
Department of Immigration and Border Protection



Email foi@border.gov.au

3 September 2015



Attachment B

SCHEDULE OF DOCUMENTS TO DECISION RECORD

Request Details

FOI Request FA 15/08/01043

File Number ADF2015/43786

Doc No.	Folios	Description	Decision	Legislation
1	1-21	Visitor Management	Full release	
2	1	Visitor Application	Full release	
3	1-3	Visitor Conditions of Entry	Full release	

Visitor Management

Serco Immigration Services

Document Control

Document:	Visitor Management
Type:	Policy & Procedure Manual
Reference No:	SIS-OPS-PPM-0039
Applies To:	FDS Contract
Owner:	Operations Director
Last Approved:	27/04/2015
Last Reviewed:	27/04/2015
Version:	3.0



Certificate Number: 14741

Amendment Record

Version	Description	Issue Date
1.0	Initial Issue	26/11/2010
1.1	Format Upgrade	03/02/2011
1.2	Combined IDC/ITA/IRH PPMs	23/12/2012
2.0	Inclusion of visitor ID wristbands, UV ink and substance detection Terminology changes DIAC – DIBP, client – Detainee and to reflect the changes in the DSM, additional detail added for visit consent for minors and religious ceremonies	26/02/2014
2.1	Amendments to the approval process for Health and Legal professional visitors, amended guidance regarding refusal of visits	10/11/2014
3.0	Updated to reflect the Facility & Detainee Services Contract 2014	27/04/2015



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Released by DIBP under the
Freedom of Information Act 1982

1. Policy

The visits program is essential for Detainees to have access family and friends, community support networks; and legal and migration assistance.

Serco will have procedures in place to ensure that visitors to Immigration Detention Facilities be managed in a professional manner in accordance with the Migration Act, Australian Law and Contractual Requirements. Serco staff will endeavour to make all visitors feel welcome whilst on site, and feel that they are able to communicate openly and freely with staff and the Detainee they are visiting. All staff will treat Detainees and their visitors with decency and respect.

1.1 Related Forms

- Facility Information Sheet (SIS-OPS-DOC-0034)
- Visitor Conditions of Entry (SIS-OPS-FRM-0035)
- Visitor Application (SIS-OPS-FRM-0036)
- Visitor Sign-In Register (SIS-OPS-REG-0003)
- Frequent Visitor Register (SIS-OPS-REG-0006)
- Official Visitor or Contractor Sign In Register (SIS-OPS-REG-0008)

1.2 Legislative and Standards Framework

- Facilities and Detainee Services Contract
- Detention Services Manual - Chapter 4 Communication and Visits – Visitors & Entry to Immigration Detention Facilities
- Detention Services Manual - Chapter 4 Communication and Visits – Access to legal representation
- Migration Act 1958
- Privacy Act 1988

2. Definitions

Table 1 - Definitions

Term	Who is Covered
Personal Visitors	Friends, family members and members of community groups visiting a Detainee.
Professional Visitors	Visitors who wish to communicate with a Detainee for a specific professional purpose such as lawyers, migration agents and health care professionals, except for the Health Services Provider.
Volunteers and Community Groups	Visitors who wish to deliver programs and/or activities to Detainee
Religious Practitioners and Spiritual Care Visitors	Visitors who provide religious and spiritual care are recognised officials of any religious organisation who has an ongoing pastoral relationship with those in detention
Contractors	Contractor personnel who undertake work in any area of an immigration detention facility.
Official Visitors	<p>Representatives of organisations such as government and external scrutiny bodies. These organisations include, but not limited to:</p> <ul style="list-style-type: none"> ■ The Australian Human Rights Commission (AHRC) ■ Commonwealth Ombudsman ■ Minister's Council on Asylum Seekers and Detention (MCASD) ■ Detention Health Advisory Group (DeHAG) ■ Embassies ■ Consulates ■ Foreign government representatives ■ International agencies ■ Members of Parliament ■ Representatives of Government agencies ■ Official delegations
Media	Any representative of any media outlet / organisation
Other Government Agencies	<p>Agencies that may be involved in the detention and removal of Detainees such as:</p> <ul style="list-style-type: none"> ■ The Department of Environment, Water, Heritage and the Arts
Emergency services organisations	State and Federal law enforcement agencies, fire and ambulance services.

3. Visitor Application & Approval

Any person seeking to enter an Immigration Detention Facility as a visitor must have prior consent to do so. The Serco Manager responsible for security must ensure that all visits are approved by Serco and DIBP as required. Application and approval requirements vary depending on the category of visitor. These categories are described in the following sections.

Table 2 – Category of Visitor

Category	Approval	Visitor App for Each Visit	Condition of Entry Completed	Frequent Visitors Register	Visiting Hours	Induction & Issued with ID	AFP & WWC Checks	Access
Personal Visitors	Serco	Yes	First visit only	Yes	Facility Visitors Hours	Not Required	Not Required	Visits Area
Professional Legal Visitors	Serco	Yes	First visit only	Yes	09:00 to 17:30	Yes	Not Required	Visits Area or Interview Rooms
Professional Health Visitors	Serco & DIBP	Yes	For each visit	Not Required	By Arrangement	Not Required	Not Required	By Arrangement
Volunteers & Community Groups	Serco & DIBP	Not Required	First visit only	Not Required	By Arrangement	Yes	Yes	By Arrangement
Religious & spiritual care	Serco	Not Required	First visit only	Not Required	By Arrangement	Yes	Yes	By Arrangement
Official Visitors	DIBP NatO	Not Required	For each visit	Not Required	By Arrangement	Not Required	Not Required	Escorted
Commonwealth Ombudsman	Not Required	Not Required	Not Required	Not Required	Anytime	Not Required	Not Required	Escorted
Other Government Agencies	Serco	Not Required	For each visit	Not Required	By Arrangement	Not Required	Not Required	Escorted
Temporary Contractors	Serco	Not Required	First visit only	Yes	By Arrangement	Not Required	Not Required	Escorted
Permanent Contractors	Serco	Not Required	First visit only	Yes	By Arrangement	Yes	Yes	By Arrangement
Emergency Service Organisation	Serco	Not Required	Not required	Not Required	Anytime	Not Required	Not Required	Anywhere
Media	DIBP NatO	Not Required	For each visit	Not Required	By Arrangement	Not Required	Not Required	Escorted



3.1 Application, Approval and Access

Personal visitors must complete a 'Visitor Application Form' (SIS-OPS-FRM-0036) for each visit, to be approved by Serco management. This form may be faxed, emailed (where available), posted or handed in at site for processing.

Personal visitors must submit Visitor Application Forms at least 24 hours prior to the proposed visit time. Visit applications submitted with less than 24 hours notice may only be actioned with the approval from the DIBP Centre Manager.

The 'Visitor Conditions of Entry Form' (SIS-OPS-FRM-0035) must be completed as per Table: 2. Each facility must keep appropriate records to ensure duplicate completion does not occur. See Register of Frequent Visitors (section [3.10](#)), with regards to professional visitors and contractors.

Table 3 – Application Approval and Access

Group	Approval	Access
Personal Visitors	As Per Table 2	Each facility will define areas accessible to social visitors.
Legal Professionals	All Legal Professional visit applications must be scanned and emailed to [redacted] for written approval to visit.	Legal Professional visitors may have access to private interview rooms in which to interview their Detainees.
Health Professionals	All Health Professional visit applications must be scanned and emailed to [redacted] for approval to visit.	As per direction from DIBP Regional Management.
Volunteers and Community Groups	The DIBP Regional Management may approve volunteers and community groups to provided services to clients. Volunteers and members of community groups must undergo an Australian Federal Police check. They must also undergo a Working With Children check when required under State legislation. Any issues or offences with either of these checks must be referred to DIBP Regional Management.	Volunteers and members of community groups delivering services to people in detention are entitled to access approved areas within a facility, as defined by each facility.
Contractors	As Per Table 2	Contractors may access approved areas within a facility, under the escorted supervision of a Serco officer. Permanent Contractors Where a contractor is to be employed for a significant period of time, Serco may provide additional access to the facility, similar to Serco staff. The contractor must have: <ul style="list-style-type: none"> ■ completed induction training designated by Serco ■ a current Australian Federal Police clearance ■ a current Working With Children check as defined under State legislation (where applicable) After completing the above, a permanent contract may be issued with a facility ID card.
Official Visitors	DIBP request that Official visitors and departmental staff provide at least one week's notice to before visiting a detention facility, however all visits will be facilitated where possible. Official visitors must be approved by the DIBP Regional Manager.	Official visitors may access all areas within a detention facility, subject to the approval of DIBP and being escorted by a Serco Officer.

Group	Approval	Access
Commonwealth Ombudsman	The Commonwealth Ombudsman does not need approval to gain access to a facility.	The Ombudsman may enter a facility at anytime for the purpose of conducting an investigation.
Media	Media access to a facility can only be granted / approved by DIBP.	Media visitors may only access areas of the detention facility as defined by DIBP, and may be subject to other terms and conditions.
Emergency Services	Emergency Services will be facilitated access at all times. A police officer executing a warrant has a right to enter a facility without the completion of any forms, although a written record must be made of: <ul style="list-style-type: none"> ■ Name ■ Rank ■ If a firearm is taken in ■ Any other relevant details 	Unrestricted access as necessary
Other Government Agencies	As Per Table 2	Other Government agencies will be facilitated at any reasonable time, as approved by Serco facility management.
Religious Practitioners and Spiritual Care Visitors	The DIBP Regional Management may provide written approval for religious or spiritual care visits	Limited access with preapproval.

3.2 The Commonwealth Ombudsman

The Commonwealth Ombudsman may enter an immigration detention facility for the purposes of conducting an investigation at any reasonable time of the day. Serco must immediately inform the DIBP Regional Manager should this occur.

3.3 Visitors to Children & Unaccompanied Minors (UAMs)

Social visitors will not have access to visit a minor without the consent of the minor's guardian or delegated guardian. Furthermore, the guardian or delegated guardian may attend the visit. For UAMs, consent must be sought from the DIBP Regional Manager or delegate.

All visits will be conducted with the child's best interests and welfare as the primary consideration. Any concerns regarding a visit involving a minor, prior to the visit occurring, must be escalated to the Centre Manager for discussion with DIBP. Any concerns identified during the visit must be addressed immediately.

3.4 Visitor Arrival

When a visitor arrives, the following criteria must be checked:

- the visit is within acceptable visiting hours, depending on the category of visitor
- the correct approval is obtained for the visit
- identification requirements are met
- the visitor fills in their details into the sign in register

- the visitor undergoes relevant screening
- visitor ID wristband & UV ink applied (as applicable)

3.5 Visiting Hours

Each Immigration Detention Facility has specified visiting hours (see SIS-OPS-FRM-0034 Facility Information form) for personal visitors.

Note: visits times may vary due to seasonal influences, contact the specific facility to confirm visits times.

- visit times for all facilities are to provide for a minimum of 6 hrs per day, unless otherwise mutually agreed by the Service Provider and the Contract Administrator
- legal representatives are permitted to visit their clients between the hours of 09:00 and 17:30 daily and in accordance with Section 3.6.1.

Applications for visits outside of these hours must be requested in writing, and are subject to approval by the Centre Manager / Team Leader and the DIBP Regional Manager.

All other visitors may be facilitated outside of normal visiting hours by prior arrangement.

3.6 Approval or Refusal of Visitor Application

If the Detainee refuses the application for a visit, the visitor must be notified of the reason for refusal and a record made as evidence of refusal. Facilities should implement procedures to ensure written evidence is received from the Detainee of their refusal of a visit. This refusal should be filed within the Detainee's dossier.

If the application for a visit is refused for operational reasons, by Serco or DIBP, both the Detainee and visitor must be notified of the reason for refusal and a record made as evidence of the refusal. A visit may be refused after being given initial consent due to operational reasons.

Legal and Health Professional visits are to be processed in accordance with Section 3.6.1.

An Incident Report must be raised for any refusal of visitors as follows:

- high profile visitor refused – Major Incident
- other visitors refused – Minor Incident
- Detainee declines visitor during visiting hours - Minor incident

Appropriate incident reporting procedures and timeframes must be adhered to.

3.6.1 Legal and Health Professional visits

All visit applications from Legal or Health Professionals (apart from IHMS or other DIBP) must be forwarded to [REDACTED] for written approval to visit.

- all visit applications made for a Health Professional visit will be automatically denied unless written authorisation is provided at or before the time of the visit by DIBP Regional Management or authorised delegate;

- all Legal Professional visit applications require written approval at or before the time of the visit to be processed ; and
- visit applications for general / personal visits by people who happen to be Health or Legal professionals but do not identify that they are intending to visit in a professional capacity, DIBP Regional Management are to be notified, the visit to be processed as per 3.1.

3.6.2 Detainees Held in Restrictive Detention

Detainees who are held in restrictive detention are not permitted to receive visitors, unless approved by DIBP Regional Management.

3.6.3 Legal visits for vulnerable Detainees

Appointed guardians for Detainees with mental health issues or intellectual disabilities, may seek legal advice on the Detainee's behalf. In these circumstances, the appointed guardian may accompany the Detainee during legal visits.

3.7 Identification Requirements Personal Visitors

Personal visitors over the age of 18 must provide:

- one item of identification with a photograph such as a driver's licence, a valid passport or a professional or student identification;
- if the photo identification does not include an address, an additional piece of identification must be provided containing address details such as a council rates bill, telephone bill or utility bill.

Visitors under the age of 18 accompanied by a parent or guardian (with the appropriate ID) may be admitted, without producing proof of identity. If there is any doubt regarding the visitor's age and/or relationship to the accompanying adult, particular care must be taken to establish identity.

Visitors under the age of 18 who are not accompanied, by a parent or guardian will only be permitted in limited circumstances, for example a 17 year old son who lives independently visiting his father. This is subject to the prior approval of DIBP or Serco and production of proof of identity.

Personal visits with a UAM may only occur with the approval of the DIBP Regional Manager.

3.7.1 Legal Representatives

Legal representatives, legal assistants, and paralegal representatives must provide one item of identification with a photograph such as a driver's licence, a valid passport or a professional or student identification.

Legal representatives must show evidence at their first visit of employment with a registered legal firm and of their engagement to act as a legal representative or migration agent of the Detainee.

Assistants and paralegal representatives are required to provide evidence of employment on their first visit. Once they have done so, they are not permitted, to visit their Detainee in a private interview room without the presence of the legal representative, unless the assistant/paralegal has been employed directly on their Detainee's behalf.

3.7.2 All Other Visitors

All other visitors must show one item of identification with a photograph such as a driver's licence, a valid passport, professional identification or student identification.

3.8 Sign In Register

All visitors must sign a register on entry and on exit from an IDF. Staff rostered to visitor's reception will ensure that this register is completed correctly and that all entries are legible. All visitor logs must record the following:

- the name of the visitor
- the name of the Detainee being visited
- verification of the visitors identification being checked
- the purpose of the visit
- the date and time the visitor entered and departed the facility
- record of any cancelled, terminated or denied visit and justification for these actions
- special security actions taken



Figure 1 – Example of Personal Visitor Sign In Register

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Personal Visitor Sign In Register

'Site Name' _____ **Location:** Reception

Date Commenced: **Date Completed:**

Book Sequence No.	
Archive Box No.	

On completion of log, please return to Compliance for archiving.

1. Logs/Registers represent an official record and as such will (where applicable):

- Be a true and accurate record,
- Capture pertinent information,
- Be entered using black or blue ink,
- Have pages sequentially numbered,
- Be neat and legible,
- Start a new page at the start of a new day (midnight),
- Be appropriately ruled off and signed/countersigned,
- Be able to identify the author by name and signature,
- Be dated,
- Be available to the following shift,
- Be signed off by the accountable member taking over the recording of information, that the previous shifts entries have been read and understood,
- Be signed on/off when taking over/relieved from post

2. Where applicable, Logs/Registers will be written in statement form and provide concise information relevant to the facts of the matter identified without expressing opinions.

3. Should any entry be required to be altered or amended, a single line will be made through the relevant entry and the initials of the person making the alteration or amendment will appear adjacent to the correction.

4. Liquid paper, erasers or any other form of permanent correction will not be used.

5. Any additional text will be made as neatly and legibly as possible and initialed by the author adjacent to the addition.

6. CSM and/or Managers may check and endorse logs/registers. The entry will be to the effect that "The above entries have been reviewed by (CSM name) at (time) with identified non-compliances being highlighted"

Date: 26/02/2014 9:32:56 AM 1 of 2 Version: 1.0
 SIS-OPS-PPM-0039 Serco Internal - Controlled Document Paradigm ID: 13020

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Personal Visitor Sign In Register

Visitor Name	Person in Detention being Visited	Merch Check	Purpose of the Visit	Date	Time In	Pass No.	Locker No.	Reason for Refused Entry	Any Security Action Taken	Time Out	Officer Name First Initial/Signature
Placeholder	Placeholder	<input type="checkbox"/> Drivers Lic <input type="checkbox"/> Passport <input type="checkbox"/> ID Other						<input type="checkbox"/> Noncompliant ID <input type="checkbox"/> No Entry App <input type="checkbox"/> Other			Placeholder
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3.9 Contractors

Whenever a contractor visits the facility to conduct work (not for the purposes of quotation work) the Facilities Management representative should meet them at Reception and conduct a separate site induction. Upon completion, this should be recorded by the Facility Management representative, and the relevant box checked on the sign in register.

3.10 Frequent Visitor Register

All visitors (excluding personal visitors) who have a need to enter the facility on a regular basis may have their name placed on a register of frequent visitors and will not be required to fill out the information forms for each visit. They will still be required to:

- produce identification
- undergo screening procedures
- sign in and sign out on the Sign In register.

4. Screening of Visitors

Screening procedures are conducted, to detect and prevent controlled, excluded or illegal items from entering a facility.

4.1 Screening

Depending on the facility, visitors may be required to:

- walk through metal detector portal
- be screened by hand-held metal detecting wands
- pass their property through a baggage x-ray machine
- have their property and person screened by substance detection equipment (where available)
- present their property for inspection

The visitor must agree to undergo the screening process before the process can commence. Serco staff have no power under the Act to physically search a visitor.

Visitors may be refused entry to a facility if:

- they refuse to undergo any aspect of the screening process
- they refuse to present items in their possession for screening
- visitors are in possession of item(s) that are not permitted in a detention facilities
- visitors refuse to surrender item(s) not permitted in detention facilities
- visitors refuse to allow an Visitor ID wristband or UV ink to be applied
- there is reasonable suspicion that a visitor possesses item(s) not permitted in detention facilities (including the existence of illicit substances on the visitor/ their belongings)

4.2 Visitor ID Wristbands and UV Ink

All personal visitors are required to wear a Serco Branded ID wristband as a requirement of entry into the IDF. The relevant staff member will apply the wristband to the visitor, ensuring that it is sufficiently secure as to prevent “slipping”. A staff member will then mark across the visitors’ hand/wrist and the visitor’s wristband with an Ultra Violet (UV) pen or stamp. Different coloured wristbands should be utilised for different visitors and visit days, no consecutive days should use the same colour.

4.3 Visitor’s Property

Visitors may not take property into a detention facility. All personal items will be retained in lockers provided. If items are detected, that are contrary to the good order and security of the facility, the visitor will be asked to leave those items in a locker until they depart the facility. The visitor will then be refused entry to the facility and the appropriate incident report must be submitted to DIBP.

If prior approval is granted to take property into a facility, the property will be screened by the use of x-ray/ substance detection equipment and/or subject to a manual search.

4.4 Emergencies During Visits

If a situation occurs whilst visits are occurring, that requires visitors be evacuated; staff will provide clear directions for this to happen in an orderly manner.

4.5 Food Taken into Visits

Perishable food, home made meals and consumables are considered to be controlled items and therefore generally not permitted into an IDF, this due the possibility that these items may present a risk to the health and safety of Detainees, visitors and staff.

Decisions about bringing controlled items into an IDF are to be made by DIBP Regional Management in consultation with the Serco Centre Manager. Any disputes about the entry of a controlled item into an IDF, or the conditions of entry for the items are to be referred to DIBP Regional Management for resolution; the decision may include specific requirements for the items use/consumption.

The food/ consumables must not enter the facility if there is a suspicion that the food or packaging is concealing an illegal, excluded or controlled item/substance.

Consumables/food that are not considered to be a controlled item, may be approved to be taken into a visit, however these items must be consumed during the visit, retained by the visitor or disposed of in the visits area.

4.6 Religious Ceremonies

Religious Visitors may bring special items into the IDF, such a sacramental wine, bread, candles for conducting religious ceremonies and celebrations. Sacramental wines should be only allowed into an IDF if in limited but sufficient quantities, for consumption by those attending the service. The wine must be clearly labelled, and must only be consumed during the religious service; any unused wine must be returned to the visitors and taken from the IDF.

4.7 Powers to Screen - Immigration Detention Centres (IDC)

An officer may request a visitor to an IDC to undergo a non-intrusive screening procedure as defined in s252G(1) of the Migration Act. The visitor must agree to undergo the screening process before the screening process can commence. Serco staff have no power under the Act to physically search a visitor. Visitors can be refused entry if they are unwilling to agree, as a condition of entry into an IDC, to undergo the screening process.

Following the screening process, if the officer has a reasonable suspicion that a visitor has illegal, excluded or controlled items in their possession, they will be asked to surrender the item(s) and may be refused entry.

4.8 Powers to Screen - IRH, ITA and APOD Facilities

Visitors wishing to enter IRHs, ITAs or facility based APODs are required to sign a 'Conditions of Entry' form (in conjunction with the 'Visitor Application' form) which acknowledges that they give consent for their belongings be inspected by Serco prior to entry. The inspection should be conducted in a discreet and respectful manner and may include requests for the visitor to open zip pockets, compartments, remove items from packaging or wrapping. The inspection should continue until the inspecting officer is satisfied that no illegal, excluded or controlled items are being taken into the facility. The inspection is limited to a visual inspection by the officer(s) and the visitor may refuse to consent at any stage in the process, this will result in the visit being refused.

Refusal to sign this form entitles Serco officers to refuse the visitor entry to the facility.

5. Conducting the Visit

5.1 Visits Areas

Each facility has a designated visits area as defined by DIBP Regional Management the visits area must include sufficient chairs and tables, may include hot/cold drinks and confectionery vending machines, amenities that are available vary from facility to facility. At a minimal the visits area will have sufficient seating and space to accommodate the visitor requirements at each site.

5.2 Notifying the Detainee and Visitors

Detainees will be notified as soon as possible when their visitor has arrived.

Detainees will, wherever possible, be given sufficient opportunity to advise scheduled visitors, particularly professional visitors, if they are to be moved from a particular facility.

5.3 Consent to Visit

Detainees must be notified of the visitor's identity and give their consent for the visit before it takes place. Visitors must not be permitted access to the facility prior to consent being obtained and the Detainee attending the appropriate visits area. Detainees cannot be forced to consent to a visit.

Social visitors will not have access to visit a minor without the consent of the minor's guardian or delegated guardian.

5.4 During the Visit

Visits should be conducted in sight of staff but, whenever possible, out of hearing. Staff regularly patrol visits areas and may inadvertently overhear some conversations, however at all times they should be sensitive to the right to privacy of the Detainee.

Visitors may be monitored by closed circuit cameras whilst within the facility.

6. End of the Visit

6.1 Procedure for Detainee

If an officer has reasonable suspicion that a detainee is concealing a weapon or item that may cause injury or assist in escape, the Detainee will be required to undergo security screening via walk through portal and hand held metal detector. If officers still suspect that the person is concealing an item, which presents a security risk, then they may proceed to conducting a pat- search.

6.2 Procedures for Visitors

Visitors will proceed from the Visit Area back to the Visitor Exit.

Visitors will surrender any identity cards provided by the facility. All visitors must sign out when they leave the facility.

Serco staff will check the integrity of the visitors ID wristband and the existence of the UV ink prior to releasing the visitor from the facility. Staff must ensure that the ID wristband is not tampered with, and that there are no concerns regarding the visitor's identity.

If the officer has any reason to doubt the identity of the person wishing to leave the facility, he/she will summon the Duty Manager.

6.3 Property Handed out to Visitors

If a Detainee wishes to hand out property to a visitor, he/she must ask a staff member, so that property records can be amended. 24 hours notice is normally required.

If approval is given, the property will be examined and relevant staff will complete a Release of Property Authorisation (RPA) form. The RPA form and the property secured in a sealed bag in the presence of the Detainee.

Visitors will be informed on arrival at the IDF that there is property for them to collect at the end of their visit. When visitors leave the facility at the end of a visit, they will return to the visitor reception area and present themselves to the visits staff to collect the property. Staff will confirm the ID of the visitor and complete the RPA form.

In the presence of the visitor, the officer will open the property bag and hand over the property, the visitor will be asked to sign the receipt copy of the RPA form.

6.4 Property Handed in by a Visitor

If a Visitor wishes to hand property over to a Detainee housed at the facility being visited, the visitor must be issued a receipt for the item(s). The item(s) must then be screened and transferred to the Detainee or into the Detainee's In Trust Property within 24hrs.

7. Refusing or Removal of Visitors

7.1 Visitors Who Present a Risk to Staff or Detainees

Visitors cannot be barred or banned from any facility for any duration. All visitors are allowed to apply to visit Detainees, with each application to be reviewed individually. Visitors who present a threat to the security, the good order of the facility or the safety and welfare of any Detainee or staff member, or assist in escape, must have their applications denied and the visit refused.

7.2 Refusing a Visitor Entry to an Immigration Detention Facility

If an officer feels that there is justification for a visitor to be refused entry, the officer must inform the Duty Manager, who will attend the area as soon as possible. The visitor will be refused entry until the Duty Manager either approves or denies the visit.

A visitor refusal is deemed a Minor Incident and a written report must be completed within 24 hours, and given to the DIBP Regional Manager and recorded on the Service Provider Portal.

If a high profile visitor is refused entry, this is deemed as a Major Incident and must be reported orally within an hour to DIBP, and a written report must be completed within six hours.

7.3 Removal of Visitors

A Serco Officer may terminate a visit and instruct a visitor to leave an Immigration Detention Facility where the officer has reasonable grounds for suspecting that the visitor has in his or her possession a weapon or item that may cause injury or assist in escape.

A Serco officer may terminate a visit and instruct a visitor to leave the detention facility if:

- the visitor's conduct is considered a threat to security, good order or safety
- it is otherwise necessary to terminate the visit in the interests of security, discipline, or the prevention of disorder or crime,
- he/she has reasonable grounds for suspecting that the visitor has failed to comply with the detention facility's rules

If a visitor refuses to leave the detention facility, they must be notified that continued refusal to leave the premises, may result in the Police being called for assistance.

Where a Serco officer terminates a visit, he/she must report particulars of the matter, including reasons, in alignment with Serco Incident Reporting Procedures.

Annex A - Items Not Permitted in Immigration Detention Facilities

List A: Excluded items

Excluded items include:

- any items which are illegal within Australia
- all mobile phones for IMAs (referred to in the Migration Act as unauthorised maritime arrivals')
- alcohol
- non-prescribed pharmaceutical medication
- traditional medical remedies
- prescribed pharmaceutical medication not supported by a medical certificate and not cleared by the HSM for personal use by the Detainee
- travel and identity documents, including passports
- personal equipment such as cameras, mobile phones or other communication technology with Personal Internet Enabled Devices (PIED), internet, audio, photographic or videoing recording capabilities
- pornographic books, magazines or related material, and
- material that incites violence, racism or hatred.

List B: Controlled items

Categories of controlled items that may present a risk to health and safety of Detainees, visitors and staff, include, but are not limited to:

- perishable foods (such as cured, air-dried or fermented products, uncooked animal or fish products and eggs) brought in, or provided to Detainees for personal use by visitors:
 - these items are restricted to pre-packaged sealed containers with a use-by date for management of appropriate short-term storage and not resold or traded within IDFs
- subject to HSM advice, brand name non-prescribed complementary health care supplements (e.g. vitamin and minerals)
- sharp items, including syringes, knives, scissors or razor blades
- outside contractor tools and equipment
- glass items, including mirrors and picture frames
- electrical items may be brought in, with prior approval for use by Detainees, subject to space and safety considerations and, a current electrician's certificate stating compliance with relevant safety regulations
- aerosol and pressure propelled products
- professional, craft, sporting equipment and other tools used for programs and activities run by approved visitors must be removed at the end of the activity visit. Items used in religious worship, such as sacramental wine, candles or religious instruments such as Sikh dagger/Kirpan, provided by an approved religious visitor must be consumed or removed (as appropriate) at the end of the visit.

Examples of controlled items that may present a risk to privacy, safety or security include, but are not limited to:

- computers with modem*
- communication devices and PC peripherals - including, but not limited to USB storage devices, flash drives, disk drives, scanners, printers or MP players with audio recording capabilities
- cash, cheques and bank cards
- personal photographs, including photographic identification documents.

*- Laptop exemption

As defined in the Detention Operations Update 2006/01- Certain visitors are permitted to bring laptops into an IDF, provided they stay in the possession of the visitor at all times and the laptop is taken with the visitor when leaving the IDF. These visitors include "legal, official, and regulatory (Commonwealth Ombudsman, AHRC and IDAG).

Annex B - Items Permitted in all Detention Facilities

Immigration Detention Facilities

Examples of Items permitted in detention facilities include:

- Personal items such as clothing, MP players without recording capability, battery radios and non-aerosol toiletries.
- Computers without modems, cameras and audio recording capability.

Immigration Residential Housing

In addition to the above items, the following controlled items may be provided and used by person accommodated in an IRH:

- Kitchen equipment including a reasonable range of knives and other implements used for preparing meals on a daily basis within the IRH.
- Sports equipment used on a casual basis for personal recreation.
- Art and craft tools that can be reasonably used within the IRH for personal recreation.
- IHMS prescribed medication for personal use and first aid equipment.



Bringing service to life

Visitor Application

Visitor Application forms can be submitted via post, fax or email (If available), and must be received by the Facility Manager 24 hours prior to requested visit time. Applicants must include a business hours telephone number so we can notify you as to the outcome of your request. Approval is at the discretion of the Facility Manager and the Department of Immigration and Border Protection. All visitors must read and sign the Visitor Conditions of Entry before entering the facility.

Please refer to the Facility Information leaflet for visiting hours and contact information.

All information will be treated confidentially and will only be used or disclosed in accordance with the provisions of the Migration Act 1958 and Privacy Act 1988.

Surname: **First Name(s):**

Address:

.....

Email:

Phone Number:

Identification Type: Driver Licence Passport Other

Licence/Passport Number:

Vehicle Registration Number:

Names of any accompanying children:

.....

Occupation & Employer (Professional Visitors Only):

Name of person being Visited:

Location:

Proposed Visit Date & Time:

Purpose of proposed visit: Legal. Other Professional. Personal Other (specify):

Signature: **Date:**

Internal Use Only

Approved Single Visit: ⇨ Approved By:

Approved Frequent Visitor: ⇨ Approved By:

Rejected Visit: ⇨ IR#:

Visitor Conditions of Entry

Serco recognises the importance of visitors for people in immigration detention; such contact is integral to their continued wellbeing during what is a very uncertain time. We welcome visitors to all immigration detention facilities.

Please refer to the Facility Information leaflet for visiting hours and contact information.

Legal representatives are permitted to visit people in immigration detention between the hours of 9am and 5:30pm daily. Visits outside of these hours must be requested in writing and are subject to approval by Serco and the Department of Immigration & Border Protection.

To help us uphold the safety and security of the facilities, and the welfare of all people within them, we ask that you read and sign the following Visitor Conditions of Entry.

VISITOR CONDITIONS OF ENTRY

By signing this form, you agree that you:

1. Will ensure a completed Visitors Application Form is received by the facility management for approval no later than 24 hours prior to your requested visit date. If multiple visits are anticipated, a daily schedule of visits may be submitted one week in advance
2. Will provide:
 - one item of identification with a photograph such as a driver licence, a valid passport or a professional or student identification;
 - if the photo identification does not include an address, an additional piece of identification must be provided containing address details such as a council rates bill, telephone bill or utility bill.
3. Will, if visiting detainee in any professional capacity (e.g. if you are a lawyer or other professional), provide proof of employment, and proof of your professional engagement with the detainee's case prior to all visits.
4. Will wear the visitor identification provided at all times during your visit
5. Will undergo security screening required to enter the particular facility. This is similar to equipment used at airports and could include hand-held scanners, walk-through screening, substance detection and x-ray devices.
6. Will consent to an inspection of your belongings
7. Will not be under the influence of alcohol or drugs
8. Respect the right of a person in immigration detention not to consent to a visit from you
9. Will observe the facility rules and follow any reasonable directions given by Serco or Department of Immigration and Border Protection staff

10. Will remain in the Visits Area unless you are permitted access to other areas of the facility by Serco staff or a Department of Immigration and Border Protection representative
11. Are aware that should you be refused entry to a facility by Serco staff or a Department of Immigration and Border Protection representative, that you are entitled to be told the reason for refusal
12. Will use the appropriate processes to lodge a complaint or give feedback. Posters and notices are displayed in the Visits Area with details on how to report or discuss any concerns you may have. Any Serco staff member will be happy to answer questions you have regarding the procedures
13. Are aware that unless you are a registered Migration Agent, the *Migration Act 1958* places limitations on the assistance and advice that you can provide to people in immigration detention in relation to their Department of Immigration and Border Protection case; i.e. preparing visa applications
14. Will not attempt to bring prohibited or illegal items into the facility, and acknowledge that some items are controlled and therefore may not be permitted into the facility (such as raw meat, for example)
15. Acknowledge that any personal items taken into the facility
 - a. are your responsibility
 - b. must be accounted for as you leave the facility
16. Are aware that any articles or items intended for a detainee needs to be shown and handed in at the Visitors Reception Area for security screening. You understand and agree that only items which have been cleared by security will be given to the detainee by Serco staff after the visit
17. Are aware that any prohibited items will be stored in a secure Serco locker for the duration of your visit and returned to you when you are leaving the facility
18. Are aware that any illegal items found on your person or in any of your possessions, will not be returned to you but will be given to the Police
19. Acknowledge that personal information provided to Serco will be retained for the Commonwealth and may be used to improve the care of people in immigration detention or to investigate incidents in which you may be involved. You understand that all information will be treated confidentially and will only be used or disclosed in accordance with the provisions of the *Migration Act 1958* and *Privacy Act 1988*
20. Comply with the relevant State and Territory laws
21. Will not advertise or sell any commercial product or service while in the Visits Area
22. Understand that CCTV monitoring may be in continuous operation throughout the facility and that recordings may be provided, if necessary, to the Department of Immigration and Border Protection or authorised external agencies in accordance with Australian law
23. Will refer any concerns you have about a detainee or any Health, Safety & Environment risk to Serco staff



Bringing service to life

- 24. Will not encourage the person you are visiting to engage in behaviour that is inappropriate, or to the detriment of the safety and good order of the facility
- 25. Will respect that the Visits Area is a public place, and behave in a manner which will not upset or disturb other people in immigration detention or their visitors. You understand that any accompanying children are your responsibility and must be supervised by you at all times in all sections of the Visits Area, including any crèche or play area facilities
- 26. Respect the rights of people in immigration detention to maintain their own political, cultural, religious and spiritual affiliations
- 27. Respect the privacy and dignity of all people in the facility
- 28. Treat all people within the facility with respect and courtesy
- 29. Acknowledge that only appropriate physical contact between people in immigration detention and visitors is acceptable and that such contact is restricted to a greeting and farewell hug and/or kiss.

IF YOU ARE A CONTRACTOR WORKING WITHIN THE FACILITY, IT IS IMPORTANT THAT YOU:

- 1. Are escorted and supervised by an authorised Serco staff member at all times
- 2. Only bring in tools and equipment that are required for the specific job being undertaken
- 3. Acknowledge that all tools will be logged into the tool register, together with a full description of each tool*
- 4. Acknowledge that tools must not be left unattended or unsecured
- 5. Acknowledge that on exit, all tools must be logged out and signed for by the contractor and an authorised Serco staff member*
- 6. Agree that when maintenance work is to be carried out over an extended period, all tools and equipment needs to be secured in a lockable cabinet*.

* IDC specific

VISITOR AGREEMENT

I have read and agree to comply with the Visitor Conditions of Entry. I understand that failure to comply with the above conditions may result in refusal of entry to, or removal from, the immigration detention facility.

Name:

Signature:

Date:

Facility:

Type of Visit (ie, Legal, or other Professional or, Personal).....