

Communication Services

Serco Immigration Services

Immigration Detention Centre Communication Services Policy and Procedures

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1. POLICY

People in Detention will have access to communication services including telephones, faxes, computer and internet and to facilities which enable them to send and promptly receive mail.

A booking system will be implemented at each Immigration Detention Centre (IDC) to ensure that access to communication services is fair for all People in Detention and allows priority access to People in Detention working on matters related to their immigration case.

People in Detention will have access to interpreters to assist with any communications when required.

2. AIM

To provide, and facilitate access, to a range of communication services for People in Detention.

3. References

- IDC Contract - Statement of Work, Section 2.2.1, Clause 1.2 - Communication Services
- Detention Services Manual - Chapter 4 Section 2 - Access to communication services in IDFs

4. PROCEDURES

4.1 Access and Use of Telephones

It is noted that Illegal Maritime Arrivals (IMAs) and People in Border Screening Detention will not have access to any communication services or equipment such as mobile phones, landline phones, computers or the internet.

4.1.1 Outgoing Calls

Serco staff including the Client Service Officers (CSO) will ensure that People in Detention have access to a telephone to communicate with any person at any time.

With the exception of People in Detention located on Christmas Island, all telephone calls will be made at the Person in Detention's own expense. If a Person in Detention does not have sufficient funds to make a call, then the DIAC Case manager should be consulted.

If a Person in Detention has a mobile phone, this may be retained by that person provided that it does not have any recording capability (not including voice mail).

Where People in Detention do not have a mobile phone or their mobile phone has recording capability, Serco must provide the Person in Detention with access to a suitable mobile phone.

4.1.2 Incoming Calls

People in Detention will have access to incoming calls at all times.

All People in Detention will be notified of incoming calls on a landline via the mobile phone messaging system.

The relevant CSOs will notify People in Detention of any calls received for them when the Person in Detention was not available to receive the call, maintaining privacy and security of information at all times.

4.2 Faxes & Photocopying

Fax and photocopying facilities must be made available to People in Detention from 07:30 – 22:00 hours, and in exceptional circumstances, outside of those hours by request.

All faxes received for People in Detention must be treated as confidential and registered in the Incoming Fax Log. Faxes must be delivered to the Person in Detention in an internal envelope.

4.3 Computers and Internet Access

Computers must be available to People in Detention to perform functions such as word processing, spreadsheets, internet, printing and email.

Priority should be given to People in Detention who have a time-sensitive need to use computers. For example:

- People who have recently been inducted in to the facility
- People who need to use services for immigration or legal matters
- People who are about to be discharged into the Australian community, in order for them to make arrangements
- People who are about to depart Australia to enable them to communicate with family and friends and/or finalise details relating to their departure

People in Detention and any visitors seeking to assist People in Detention to use internet or computer services, must sign the Conditions of Computer Use form before they can access those services.

Appropriate filtering software and supervision of computer use must be in place to control and limit access by people in Detention to pornographic and other prohibited sites (including those containing or promoting illegal acts), personal software, file Transfer Protocol sites, software or data, and prohibited foreign language sites.

The following web filter blocks will be put in place:

- Destructive:
 - Criminal Activity
 - Hacking

- Illegal Drugs
- Intolerance & Hate
- Phishing & Fraud
- Tasteless & Offensive
- Terrorism
- Violence
- Weapons
- Spam
- Sexual:
 - Adult
 - Intimate Apparel & Swimsuit
 - Porn
- Gaming:
 - Gambling
 - Game Playing
- Commerce:
 - Advertisements & Pop-ups
 - Auctions
- Communication & Technology:
 - Proxies
 - Peer (AOL-to-Peer)
 - Spyware
- Leisure:
 - Personals & Dating
- Knowledge:
 - Sex Education

The Centre Manager will ensure that People in Detention are provided with a 1GB memory stick on which to save any personal documentation.

Christmas Island IT facilities for People in Detention are managed by DIAC. If there are any defects that affect the use of internet services by People in Detention, DIAC must be notified.

4.4 Incoming and Outgoing Mail

All mail delivered to the Centre for People in Detention will be screened by x-ray on receipt, and will be recorded in the Received Mail Log. The Operations Manager will ensure that this occurs.

All mail addressed to a Person in Detention will be treated confidentially and distributed unopened to that person within 4 hours of it being received at the Centre.

Each Person in Detention must sign the Received Mail Log to acknowledge that their mail has been delivered to them. The CSO delivering the mail will ensure this occurs.

Mail delivery will be Monday to Friday and will be collected and processed twice daily.

All outgoing mail must be recorded in the Outgoing Mail Log.

When a Person in Detention receives any official correspondence from DIAC, the Refugee Review Tribunal or the Migration Review Tribunal, the DIAC Regional Manager must be notified.

Postage costs for mail sent by People in Detention will be at the Person in Detention's expense except when a Person in Detention does not have the means to pay postage, in which case the DIAC Case Manager must be consulted.

Any mail or faxes sent to People in Detention after they have left the Centre will be passed to the DIAC Case Manager.

4.5 Security of Mail Services

The Operations Manager will ensure that all delivered mail will be screened by x-ray upon arrival at the Centre.

In cases where screening causes reasonable suspicion that a letter or package may contain Illegal, Excluded or Controlled Items, Serco staff must request that the Person in Detention open the letter or package in their presence.

Where a Person in Detention refuses to open a letter or package when requested by a CSO, the CSO will retain the letter or package and immediately inform the DIAC Regional Manager.

Where Illegal, Controlled or Excluded items are found in a letter or package, the CSO will:

- Remove the items
- Record the Items in the Excluded, Controlled & Illegal Items Log
- Hold the items in trust
- Deal with the items in accordance with the Serco Detection of Controlled, Excluded & Illegal Items Procedure

Regional Processing Centre

Guidelines

Transferee Communication Access

Telephones & Fax

INTRODUCTION

All transferees in the Regional Processing Centre (RPC) will have access to phone, fax, computer, mail and photocopying facilities subject to availability. Transferees will not be permitted to retain their mobile phones.

PROCEDURES

It must be understood by all staff and transferees that there is a statutory right to access of legal advisors by telephone.

Transferees will be allowed to send and receive as many mail items as they wish, at their own expense.

In addition transferees may use payphones at their own expense.

USE OF SERVICE PROVIDER TELEPHONES

In exceptional circumstances, transferees may be allowed to use the service provider telephones as described in the paragraphs below.

All such calls must be authorised by the Team Leader.

The transferee will inform the service provider Support and Care Worker (SCW) the details of why the request is being made. The SCW will ensure a request form is submitted, countersigned by him/her and then forwarded to the Team Leader for authorisation.

A member of staff shall dial the number concerned, and shall remain in control of the telephone until it is answered. He/she shall then ensure that the person answering is the person disclosed by the transferee.

The member of staff shall remain in the room at all times during the call. This includes calls to legal advisers.

INCOMING CALLS

Incoming calls shall be passed to transferees.

Telephone messages will be passed onto transferees if they are not available at the time of the call.

USE OF TELEPHONES

Transferees may be allowed to have in-possession personal mobile phones which comply with Departmental requirements. These are subject to security clearance. Mobile phone top-up vouchers will be available for purchase via the ordering system.

Transferees will be able to buy phone cards using their IAP points at the canteen which allow use of the pay phones provided in accordance with the relevant time per call restrictions. Calls can be paid for by phone card.

Depending on availability of pay phones in the RPC, the service provider may implement a roster or time restrictions to ensure equitable access.

Telephone calls are subject to the same restrictions on content as those applying to letters, emails and internet use. Broadly speaking these are that they may not contain:

Abandonment plans or material which would jeopardise the security of the RPC

Plans or material which would encourage the commission of any disciplinary or criminal offence (including the concoction or suppression of evidence)

Material which could jeopardise national security (either Australia or the Regional Processing country)

Descriptions of the making of any weapon, explosive, poison or other destructive device

Obscure or coded messages

Threats of violence or threats to property

Blackmail or extortion

Indecent or obscene material

Information which would create a clear threat or present a danger of violence to any person

Material for publication or broadcast by radio or television, if it is for publication in return for payment, about the transferees own situation or those of others, refers to other transferees or members of staff in a way that they might be identified or is in contravention of any other restriction in content

The Service Provider may disallow telephone calls to any person or organisation if there is reason to believe that they are planning or engaged in activities which present a serious threat to the security or good order of the RPC.

Calls to the Emergency Services will be electronically barred, as are incoming calls, and calls to information and chat line services.

USE OF FAX MACHINES

Transferees may have reasonable access to fax machines for the purpose of appeals, legal access, communication with their respective Immigration Services etc,

All faxes received at the RPC for transferees will be logged by the Garrison service provider (GSP) and delivered to the transferee.

All faxes for transferees must be registered in a Fax Record Log.

Service provider staff must notify the Department if a transferee receives any correspondence from the UNHCR, the Department or registered refugee assistance provider.

All fax costs must be passed directly to the transferee except when a transferee does not have the means to pay postage, in which case the Department must be consulted.

Any faxes received for transferees after they have left the RPC will be passed to the Department.

This document is managed by the Garrison service provider in consultation with other service providers.