



# **Regional Processing Centre**

## **Transferee Induction Booklet**

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Freedom of Information Act 1982

Revision: 3

Form No: TMP-3046 SOP

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Date: MAY 2014



## Welcome

Welcome to the Regional Processing Centre.

You have been transferred to this centre because you arrived by boat to Australia without a valid Visa.

The Australian Government has an arrangement in place with the Government of Papua New Guinea to transfer any person, who arrives by boat without a valid visa, to a centre located in their country. These centres are known as Regional Processing Centres.

The Government of Papua New Guinea is committed to treating all people who reside at the Regional Processing Centre with dignity and respect. This means you will be provided with appropriate care and support.

To assist the local Government in the running of the Regional Processing Centre there are a number of service providers that operate at the centre. These service providers are there to assist with your safety, security and welfare whilst at the Regional Processing Centres.

You must comply with all reasonable orders and directions from a service provider that are in the interest of safety, security and good order and maintenance of the centre.

## Transfield Services



Transfield Services is the primary service provider and is responsible for catering, cleaning, security and maintenance of the centre. They are also responsible for providing programs and activities, education, and case management.

Transfield Services will assign a case manager for each person residing at the centre. The case manager will assist with providing guidance whilst you reside at the centre to assist with your welfare.

## International Health and Medical Services



International Health and Medical Services (IHMS) provide health care, counselling and mental health services. During your induction you will be shown how to make an appointment with IHMS.

## International Organisation for Migration



International Organization for Migration (IOM) provides assistance if you decide to return to your home country. IOM is independent from any government. During your induction you will be shown how to make an appointment with IOM.

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## Medical, Health and Mental Health Services

If you are taking medication or have a medical condition it is important to advise IHMS as soon as possible.

If you are feeling sick or unwell you should complete a request to see IHMS. During your induction you will be shown how to make an appointment with IHMS. IHMS will make an initial assessment of your request and schedule an appointment with a doctor, nurse, or dentist, based on priorities. IHMS will also facilitate appointments with specialists as required. From time to time appointments may be cancelled or delayed due to medical emergencies.

IHMS also provide counseling and support for your mental health. If you would like to speak to a counselor or psychologist you should also complete a request to see IHMS.

See below some ways to maintain good health and hygiene whilst residing in the centre:

- Wash your hands thoroughly with soap before eating and after using the toilet
- Shower daily
- Keep your accommodation area clean
- Regularly remove rubbish and place in the bins provided
- Do not share toiletries, linen, clothing or eating utensils



## Living together in the Centre

Everyone at the centre has a responsibility to contribute to the safety and security of the environment. Each centre has a set of rules. You will be provided with a copy of the set of rules. It is important that you become familiar with these rules.

There are many people from different cultures living and working in the centre. Therefore, you need to conduct yourself in a way that respects other people's rights, dignity, beliefs and privacy. You must not bully or harass any other person working, visiting or residing at the centre.

You must not discriminate against any person because of their gender, marital status, pregnancy, parental status and family responsibility, sexual preference or gender identity, disability, impairment or handicap, race, colour, national or ethnic origin, age, religious or political belief.

It is also important that you continue to look after yourself and those around you. If you think you or another person needs help, we encourage you to speak with any service provider.

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## Local Laws

Whilst residing at the Regional Processing Centre you are required to comply with local laws. Any breach of the a law is referred to the local Police. Examples of behaviour that is referred to the Police, and may result in a criminal offence, include aggressive bahviour, threats to kill or harm another person, physically assaulting another person, obscene or offensive behaviour.

You are not permitted to damage property, or to remove property that belongs to another person or the centre.

You are required to reside at the centre under the care and control of the service providers. In the event that you leave the centre without a service provider it may be unlawful and will be referred to Police.

You are obliged to report any actual or suspected cases of domestic violence or child abuse.

## Prohibited Items

The following items are prohibited from the centre. This includes:

- Weapons
- Illicit drugs and alcohol
- Chemicals, aerosols or flammable pr oducts
- Explosive or lethal devices
- Pornographic or offensive materials
- Sharp or cutting instruments
- Money, credit cards or cheques
- Matches, lighters, flintsor incendiary devices
- Cameras, mobile phones or any electronic device capable of recording video
- Unprocessed foods or seeds
- Any other item which is deemed to jeopardise the safety and security of the centre



It is a condition of entry into the centre that you, and your property, will be searched. Any prohibited items will be retained by security and held in trust until you leave. Any illegal items maybe removed and refereed to the local police.

## Valuables

Valuable items, including personal documents, can be held in trust in a secure storage facility. You can access these items by submitting a request form.

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Any items not stored in the secure facility are your own responsibility.

## Electrical Items

There are some restrictions on bringing electrical items into the centre. These items will be assessed during property inspection.

You must not modify, alter or damage any electrical device or power source.

## Clothing

Culturally appropriate clothing and footwear can be replenished from the store. You may be required to bring worn items to the store to swap for new items. You will be shown the location of the store and provided with the opening times during your induction.

## Toiletries

Toiletries will be distributed each month. Old razor blades can be exchanged for new razors on a regular basis at nominated locations. You will be shown these location during your induction.

## Accommodation

You may be required to share accommodation. Bedding is currently a combination of single stretchers, single beds or bunk beds.

You will be allocated a room and provided with sheets, a blanket and a pillow. Upon arrival you will also be provided with toiletries.

Furniture from common areas must not be taken back to individual rooms. Rooms may be subject to regular inspection.

You must seek permission before entering other people's accommodation.

If your accommodation or amenities are in need of repair, a request for maintenance can be lodged through the requests and complaints process.

If your accommodation requires urgent repair you should inform security who will escalate the request to the appropriate person.

From time to time maintenance personnel may access your accommodation to provide routine maintenance.

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## Noise

Noise should be kept to a respectful level after 10:00pm

From time to time there may be a requirement to impose a curfew to maintain everyone safety and security .

## Individual Allowance Points

Individual allowance points allow you to purchase items in the canteen.

When you first arrive at the centre you will be allocated 25 points, which can be used in your first week. You will be given 25 points every subsequent week.

Points can only be used within the centre and cannot be transferred to another person. You cannot collect points over time as they expire each week.

You can earn extra points by participating in the education program and assisting in the centre.

## Identification Cards

You will be issued with a photo identification card that must be carried at all times. You will be required to present your identification card for all medical appointments and excursions, and to obtain meals, additional clothing, linen and canteen supplies.

Failure to present the correct identification card may result in restricted access to these services.

The card should also be carried with you when you are outside the centre, even though you may be in the care and control of a service provider.

In the event that you loose your identification card a replacement card can be ordered by completing a request form.

If you have the wrong details on your identification card you can request this to be updated by completing a request form. This process may take some time whilst we validate the information that you have provided.

## Meals

You will be provided with three meals a day. To access the kitchen or serving area you will be required to present your identification card and must be wearing appropriate clothing.

To reduce wasted food you are encouraged to only take sufficient food that you require and return for additional helpings if required.

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To assist with maintaining health standards food is to be consumed in the nominated area, and it is not permitted to take back to accommodation rooms.

All meals are halal prepared. If you have any special food requirements or allergies please ensure you advise your Case Manager.

## Laundry

Facilities are provided to launder your clothing at the centres. It is important to wait until you have a full load of washing to avoid wasting water.

You will be shown how to operate the washing machine during your induction.

Where there are no washing machines available for your use, a laundry service will be provided.

## Water

Water is a limited resource and every effort should be made to prevent wastage and to minimise water usage. Tips for saving water include limiting shower time, turning off taps, and reporting leaking taps, showers or pipes.

From time to time water restrictions may apply. This may result in the limited use of showers and laundry facilities.

Drinking water should not be used for bathing.

## Telephone

Telephones are available within the centre at nominated times. You will be advised of the nominated times during your induction.

Where phones require a phone card to operate, they can be purchased at the canteen using your individual allowance points.

## Computer

Computers are available within the centre at nominated times. You will be advised of the nominated times during your induction.

The computers are connected to the internet. They are not to be used to access pornographic or offensive materials.

Communication services and computer activity may be recorded or monitored for security purposes.

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## Mail

Your family and friends can send you mail to the centre. The address is **Manus Island Regional Processing Centre, C/- Transfield Services, PO Box 213, Lorengau, Manus Province, Papua New Guinea**. Mail will be screened to ensure that they do not contain prohibited items.

## Visitors

All visitors entering the Regional Processing Centre must have an appointment and be approved by the Government of Papua New Guinea. All visitors should provide a minimum of 48 hours notice of their intention to visit by emailing **s. 47E(d)**. You will be required to acknowledge your consent to meet the visitor.

Visits will be facilitated between nominated visiting hours. You will be advised of the visiting hours during your induction. Requests for visits outside of standard visiting hours will be facilitated wherever possible and within reason.

Wherever possible the visitor will be afforded visits in a private interview room.

Visitors will be required to have photographic identification, and if they are under the age of 18 they must be accompanied by a parent or guardian.

Visitors will be required to complete a site induction and conform with the conditions of entry and centre rules.

## Religion

You are free to practice your religion in the centre.

Multifaith rooms are available to provide you with a place to practice your religion. As this is a shared facility it is important that you are respectful of others practicing their religion.

## Programs and Activities

A list of program and activities will be displayed in the centre. You will be shown current program and activities schedule during your induction.

If you have a recommendation for additional programs and activities you can propose these by completing a request form or discussing with your Case Manager.

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## Sport and Recreation Facilities

Sport and recreation facilities are limited at the centre, however every effort is made to utilise facilities within the community. The use of these facilities may be subject to certain conditions. You will be advised of these conditions at the commencement of any excursions. A breach of these conditions may result in restricted use of the facility.

You are responsible for the correct and proper use of all equipment and facilities.

## Supervising Children

Parents are responsible for supervising their children in the centre. However, we all have a responsibility to watch for the safety of children.

## Interpreters

Interpreters are available to assist in communicating with service providers at the centre. Interpreters will be prioritised for medical appointments.

## Complaints

A complaint is an expression of dissatisfaction about the conduct of a service provider, a service, procedure, practice or policy that is not resolved. Complaints can be resolved by discussing the matter directly with the service provider. If the matter cannot be resolved immediately then it can be lodged on a complaint form.

Complaint forms are collected everyday from the centre. You will receive written acknowledgment of the receipt of your complaint within 24 hours. This is to advise you that we have received your complaint. Your complaint will then be forwarded to the respective service provider for investigation and resolution.

All service providers are committed to actioning your complaint within 3 days. In the event it is not possible to resolve your complaint within 3 days you will be provided an update every 7 days until your complaint is resolved.

Completing a complaint form does not prevent you from raising a grievance with any other agency including Red Cross or UNHCR.

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## Consultative Committee

A senior representative from each of the service providers will be available each month to meet representatives from each nationality. The purpose of the meeting is to listen to your feedback and discuss ways to improve the operations of the centre.

## Emergencies



### Emergency Assembly Area

You will be shown where the muster point and emergency assembly area is during your induction.

### Evacuation Procedure

- Upon hearing the evacuation alarm, or where requested by a service provider, you must leave the building by the nearest emergency exit
- Do not delay by collecting personal possessions
- Do not run or push to overtake other peoples
- Proceed to the evacuation point
- Be alert of hazards
- Follow any instructions given by a service provider
- Remain at the evacuation point until advised by a service provider



### What to do if you discover a fire or other emergency

- Respond to alarms and alerts
- Check immediate area for any sign of danger
- If there is smoke blocking an exit, use an alternative exit
- Smoke is toxic so crawl low, under it, to exit
- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present
- If it is safe, close the door behind you
- Follow the exit signs
- Alert security
- Proceed to the evacuation point

### Be Prepared

- Familiarise yourself with alert tones
- Know your exit and evacuation routes
- Be able to recognize security
- Participate in evacuation exercises



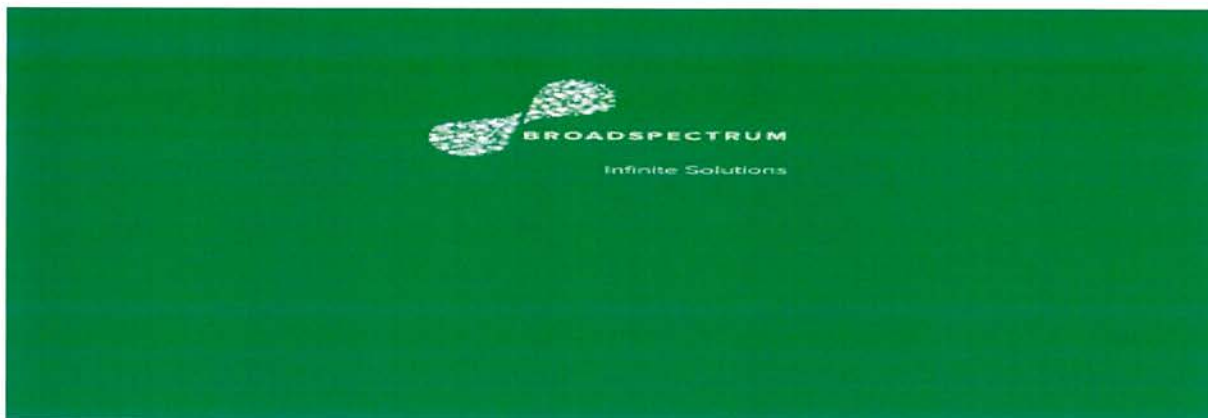


## Acknowledgment

I have read and understand the rules and conditions for residing at the Regional Processing Centre

	Name	Boat ID	Signature	Date
Transferee				
Witnessed				

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# Regional Processing Centre

## Transferee Induction Booklet



## Welcome

Welcome to the Regional Processing Centre.

You have been transferred to this centre because you arrived by boat to Australia without a valid Visa.

The Australian Government has an arrangement in place with the Government of Nauru to transfer any person, who arrives by boat without a valid visa, to a centre located in their country. These centres are known as Regional Processing Centres.

The Government of Nauru is committed to treating all people who reside at the Regional Processing Centre with dignity and respect. This means you will be provided with appropriate care and support.

To assist the local Government in the running of the Regional Processing Centre there are a number of service providers that operate at the centre. These service providers are there to assist with your safety, security and welfare whilst at the Regional Processing Centres.

You must comply with all reasonable orders and directions from a service provider that are in the interest of safety, security and good order and maintenance of the centre.

### Broadspectrum (BRS)



#### RPC 2

Broadspectrum is the primary service provider and is responsible for catering, cleaning, security and maintenance of the centre. They are also responsible for providing programs and activities, education, and case management for single adult males residing at RPC2. Broadspectrum will assign a Case Manager for each person residing at the centre. The Case Manager will assist with providing guidance whilst you reside at the centre to assist with your welfare.

### Broadspectrum (BRS)



#### RPC 3

Broadspectrum provide programs, activities, education and case management for transferees residing at RPC3. We recognise that children may be particularly vulnerable and as a result Broadspectrum also provide specialist child protection and safeguarding reporting mechanism and support to children.

Broadspectrum have also established a separate program to facilitate the settlement of Transferees in Nauru who receive a positive Refugee Status Determination.

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## International Health and Medical Services

International Health and Medical Services (IHMS) provide health care, counselling and mental health services. During your induction you will be shown how to make an appointment with IHMS.



IOM • OIM

## International Organisation for Migration

International Organization for Migration (IOM) provides assistance if you decide to return to your home country. IOM is independent from any government. During your induction you will be shown how to make an appointment with IOM.

## Medical, Health and Mental Health Services

If you are taking medication or have a medical condition it is important to advise IHMS as soon as possible.

If you are feeling sick or unwell you should complete a request to see IHMS. During your induction you will be shown how to make an appointment with IHMS. IHMS will make an initial assessment of your request and schedule an appointment with a doctor, nurse, or dentist, based on priorities. IHMS will also facilitate appointments with specialists as required. From time to time appointments may be cancelled or delayed due to medical emergencies.

IHMS also provide counseling and support for your mental health. If you would like to speak to a counselor or psychologist you should also complete a request to see IHMS.

See below some ways to maintain good health and hygiene whilst residing in the centre:

- Wash your hands thoroughly with soap before eating and after using the toilet
- Shower daily
- Keep your accommodation area clean
- Regularly remove rubbish and place in the bins provided
- Do not share toiletries, linen, clothing or eating utensils



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## Living together in the Centre

Everyone at the centre has a responsibility to contribute to the safety and security of the environment. Each centre has a set of rules. You will be provided with a copy of the set of rules. It is important that you become familiar with these rules.

There are many people from different cultures living and working in the centre. Therefore, you need to conduct yourself in a way that respects other people's rights, dignity, beliefs and privacy. You must not bully or harass any other person working, visiting or residing at the centre.

You must not discriminate against any person because of their gender, marital status, pregnancy, parental status and family responsibility, sexual preference or gender identity, disability, impairment or handicap, race, colour, national or ethnic origin, age, religious or political belief.

It is also important that you continue to look after yourself and those around you. If you think you or another person needs help, we encourage you to speak with any service provider.

## Local Laws

Whilst residing at the Regional Processing Centre you are required to comply with local laws. Any breach of the a law is referred to the local Police. Examples of behaviour that is referred to the Police, and may result in a criminal offence, include aggressive bahviour, threats to kill or harm another person, physically assaulting another person, obscene or offensive behaviour.

You are not permitted to damage property, or to remove property that belongs to another person or the centre.

You are required to reside at the centre under the care and control of the service providers. In the event that you leave the centre without a service provider it may be a breach of your visa conditions and will be referred to Police.

You are obliged to report any actual or suspected cases of domestic violence or child abuse.

## Prohibited Items

The following items are prohibited from the centre. This includes:

- Weapons
- Illicit drugs and alcohol
- Chemicals, aerosols or flammable products
- Explosive or lethal devices



- Pornographic or offensive materials
- Sharp or cutting instruments
- Money, credit cards or cheques
- Matches, lighters, flints or incendiary devices
- Cameras, mobile phones or any electronic device capable of recording video
- Unprocessed foods or seeds
- Any other item which is deemed to jeopardise the safety and security of the centre



It is a condition of entry into the centre that you, and your property, will be searched. Any prohibited items will be retained by security and held in trust until you leave. Any illegal items may be removed and referred to the local police.

## Valuables

Valuable items, including personal documents, can be held in trust in a secure storage facility. You can access these items by submitting a request form.

Any items not stored in the secure facility are your own responsibility.

## Electrical Items

There are some restrictions on bringing electrical items into the centre. These items will be assessed during property inspection.

You must not modify, alter or damage any electrical device or power source.

## Clothing

Culturally appropriate clothing and footwear can be replenished from the store. You may be required to bring worn items to the store to swap for new items. You will be shown the location of the store and provided with the opening times during your induction.

## Toiletries

Toiletries will be distributed each month. Old razors can be exchanged for new razors on a regular basis at nominated locations. You will be shown these locations during your induction.

## Accommodation

You may be required to share accommodation. Bedding is currently a combination of single stretchers, single beds or bunk beds.

You will be allocated a room and provided with sheets, a blanket and a pillow. Upon arrival you will also be provided with toiletries.

Furniture from common areas must not be taken back to individual rooms. Rooms may be subject to regular inspection.

You must seek permission before entering other people's accommodation.

If your accommodation or amenities are in need of repair, a request for maintenance can be lodged through the feedback or requests process.

If your accommodation requires urgent repair you should inform security who will escalate the request to the appropriate person.

From time to time maintenance personnel may access your accommodation to provide routine maintenance.

## Noise

Noise should be kept to a respectful level after 10:00pm

From time to time there may be a requirement to impose a curfew to maintain everyone safety and security .

## Individual Allowance Points

Individual allowance points allow you to purchase items in the canteen.

When you first arrive at the centre you will be allocated 25 points, which can be used in your first week. You will be given 25 points every subsequent week. Minors under 11 years of age receive 20 points.

Points can only be used within the centre and cannot be transferred to another person. You cannot collect points over time as they expire each week.

You can earn extra points by participating in the education program and assisting in the centre.

## Identification Cards

You will be issued with a photo identification card that must be carried at all times. You will be required to present your identification card for all medical appointments and excursions, and to obtain meals, additional clothing, linen and canteen supplies.

Failure to present the correct identification card may result in restricted access to these services.



The card should also be carried with you when you are outside the centre, even though you may be in the care and control of a service provider.

In the event that you lose your identification card a replacement card can be ordered by completing a request form.

If you have the wrong details on your identification card you can request this to be updated by completing a request form. This process may take some time whilst we validate the information that you have provided.

## Meals

You will be provided with three meals a day. To access the kitchen or serving area you will be required to present your identification card and must be wearing appropriate clothing.

To reduce wasted food you are encouraged to only take sufficient food that you require and return for additional helpings if required.

To assist with maintaining health standards food is to be consumed in the nominated area, and it is not permitted to take back to accommodation rooms.

All meals are halal prepared. If you have any special food requirements or allergies please ensure you advise your Case Manager.

## Laundry

Facilities are provided to launder your clothing at the centres. It is important to wait until you have a full load of washing to avoid wasting water.

You will be shown how to operate the washing machine during your induction.

Where there are no washing machines available for your use, a laundry service will be provided.

## Water

Water is a limited resource and every effort should be made to prevent wastage and to minimise water usage. Tips for saving water include limiting shower time, turning off taps, and reporting leaking taps, showers or pipes.

From time to time water restrictions may apply. This may result in the limited use of showers and laundry facilities.

Bottled drinking water should not be used for bathing.

## Telephone

Telephones are available within the centre and mobile phones can be purchased through the canteen with IAP points.

Where phones require a phone card to operate, they can be purchased at the canteen using your individual allowance points.

## Computer

Computers are available within the centre at nominated times. You will be advised of the nominated times during your induction.

The computers are connected to the internet. They are not to be used to access pornographic or offensive materials.

Communication services and computer activity may be recorded or monitored for security purposes.

## Mail

Your family and friends can send you mail to the centre. The address is **Nauru Regional Processing Centre, PO Box 298, Nauru**. Mail will be screened to ensure that they do not contain prohibited items.

## Visitors

All visitors entering the Regional Processing Centre 1 must have an appointment and be approved by the Government of Nauru. All visitors should provide a minimum of 48 hours notice of their intention to visit by emailing **s. 47E(d)** You will be required to acknowledge your consent to meet the visitor.

Visits will be facilitated between nominated visiting hours. You will be advised of the visiting hours during your induction. Requests for visits outside of standard visiting hours will be facilitated wherever possible and within reason.

Wherever possible the visitor will be afforded visits in a private interview room.

Visitors will be required to have photographic identification, and if they are under the age of 18 they must be accompanied by a parent or guardian.

Visitors will be required to complete a site induction and conform with the conditions of entry and centre rules.

## Religion

You are free to practice your religion in the centre.

Multifaith rooms are available to provide you with a place to practice your religion. As this is a shared facility it is important that you are respectful of others practicing their religion.

## Programs and Activities

A list of program and activities will be displayed in the centre. You will be shown current program and activities schedule during your induction.

If you have a recommendation for additional programs and activities you can propose these by completing a request form or discussing with your Case Manager.

## Sport and Recreation Facilities

Sport and recreation facilities are limited at the centre, however every effort is made is to utilise facilities within the community. The use of these facilities may be subject to certain conditions. You will be advised of these conditions at the commencement of any excursions. A breach of these conditions may result in restricted use of the facility.

You are responsible for the correct and proper use of all equipment and facilities.

## Supervising Children

Parents are responsible for supervising their children in the centre. However, we all have a responsibility to watch for the safety of children.

## Interpreters

Interpreters are available to assist in communicating with service providers at the centre. Interpreters will be prioritised for medical appointments.

## Complaints

A complaint is an expression of dissatisfaction about the conduct of a service provider, a service, procedure, practice or policy that is not resolved. Complaints can be resolved by discussing the matter directly with the service provider. If the matter cannot be resolved immediately then it can be lodged on a complaint form.



Complaint forms are collected everyday from the centre. You will receive written acknowledgment of the receipt of your complaint within 24 hours. This is to advise you that we have received your complaint. Your complaint will then be forwarded to the respective service provider for investigation and resolution.

All service providers are committed to actioning your complaint within 10 days. In the event it is not possible to resolve your complaint within 10 days you will be provided an update every 5days until your complaint is resolved.

Completing a complaint form does not prevent you from raising a grievance with any other agency including Red Cross or UNHCR.

## Consultative Committee

A senior representative from each of the service providers will be available each month to meet representatives from each nationality. The purpose of the meeting is to listen to your feedback and discuss ways to improve the operations of the centre.

## Emergencies

### Emergency Assembly Area



You will be shown where the muster point and emergency assembly area is during your induction.

### Evacuation Procedure

- Upon hearing the evacuation alarm, or where requested by a service provider, you must leave the building by the nearest emergency exit
- Do not delay by collecting personal possessions
- Do not run or push to overtake other peoples
- Proceed to the evacuation point
- Be alert of hazards
- Follow any instructions given by a service provider
- Remain at the evacuation point until advised by a service provider



### What to do if you discover a fire or other emergency

- Respond to alarms and alerts
- Check immediate area for any sign of danger
- If there is smoke blocking an exit, use an alternative exit
- Smoke is toxic so crawl low, under it, to exit

- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present
- If it is safe, close the door behind you
- Follow the exit signs
- Alert security
- Proceed to the evacuation point

#### Be Prepared

- Familiarise yourself with alert tones
- Know your exit and evacuation routes
- Be able to recognize security
- Participate in evacuation exercises

#### Acknowledgment

I have read and understand the rules and conditions for residing at the Regional Processing Centre

	Name	Boat ID	Signature	Date
Transferee				
Witnessed				

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