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(a)
(ii)

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(a)
(ii)

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(a)
(ii)

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(a)
(ii)

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(a)
(ii)

9. s. 47E(d) (s. 47E(d)) 21

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(a)
(ii)

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(a)
(ii)

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s. 22(1)(a)(ii)

[Redacted text block]

2.2.2 Accommodation Blocks and Supporting Facilities

s. 47E(d)

[Redacted text block]

Accommodation Compounds

- s. 47E(d)
- s. 47E(d)
- s. 47E(d)
- s. 47E(d)
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- s. 47E(d)
- s. 47E(d)
- s. 47E(d)
- s. 47E(d)

Compound Facilities

- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)
- Internet room;
- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

[Redacted text block]

s. 22(1)(a)
(ii)

[Redacted text block]

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s.
22(1)
(a)(ii)

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

5.3 Communications Services

s. 22(1)(a)(ii)

Detainee internet services are provided through the use of secure desktop computers and Serco will take reasonable steps to prevent detainees accessing inappropriate sites. There is an expectation that detainees will self-regulate their internet usage, and comply with the terms and conditions outlined in the Conditions of Computer Use form. Serco staff will respect the detainee's right to privacy whilst they are using the internet, however, known breaches may impact on their access levels and continued usage.

Detainees are able to send and receive mail, which will be recorded in an appropriate register onsite, and posted accordingly.

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

[Redacted]

s. 22(1)
(a)(ii)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

s. 22(1)
(a)(ii)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

nterveiw.

s.
22(1)
(a)(ii)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

6.

s. 47E(d)

(s. 47E(d))

s.
22(1)
(a)
(ii)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

6.2 Infrastructure Overview

s. 22(1)(a)(ii)

- s. 22(1)(a)(ii) ;
- s. 22(1)(a)(ii)
- Internet room;
- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)

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s. 22(1)
(a)(ii)

6.4 Internet Facilities

Detainees have access the internet via the internet facility in the common areas of the accommodation.

s.
22(1)
(a)
(ii)

7.

s. 47E(d)

s. 47E(d)

s.
22(1)
(a)
(ii)

7.2 Infrastructure Overview

s. 22(1)(a)(ii)

- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)
- Internet room;
- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)

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s.
22(1)
(a)(ii)

s.
22(1)
(a)(ii)

7.4 Internet Facilities

Detainees have access the internet via the internet facility in the common areas of the accommodation.

s.
22(1)
(a)
(ii)

8.

s. 47E(d)

s. 47E(d)

s.
22(1)

s. 22(1)(a)(ii)

8.2 Infrastructure Overview

s. 22(1)(a)(ii)

- s. 22(1)(a)(ii) ;
- s. 22(1)(a)(ii)
- Internet room;
- s. 22(1)(a)(ii) ;
- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)

s.
22(1)
(a)(ii)

s.
22(1)
(a)(ii)

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8.4 Internet Facilities

Detainees have access the internet via the internet facility in the common areas of the accommodation.

s.
22(1)
(a)
(ii)

s.

s.
22(1)
(a)
(ii)

9.

s. 47E(d)

s. 47E(d)

s.
22(1)
(a)
(ii)

9.2 Infrastructure Overview

s. 22(1)(a)(ii)

-
-
-
-
-

s.
22(1)
(a)(ii)

-
-
-

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s. [REDACTED]
22(1)
(a)
(iii)

9.4 Internet Facilities

There is no detainees internet service in this compound.

s. [REDACTED]
22(1)
(a)
(ii)

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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1. Introduction

1.1 Policy

Serco Immigration Services (SIS) acknowledges the importance of communication for Detainees and the contribution that such can have to an individual's wellbeing. SIS will have processes and procedures in place to ensure that Detainees have efficient and effective access to mail, fax, telephonic, computer and internet services, in a manner which promotes the safety and security of the facility and all people who visit, live or work in it.

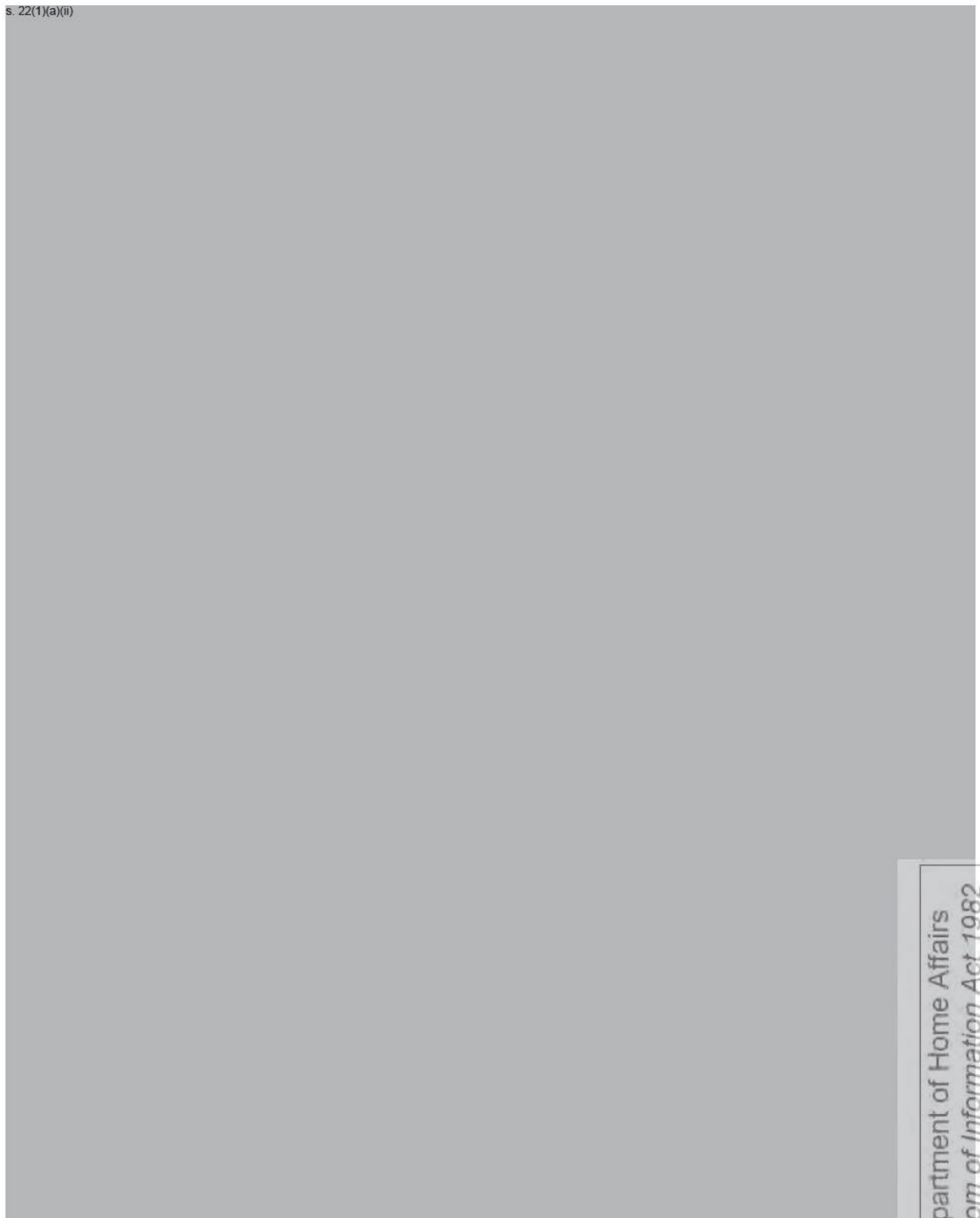
Detainees will have access to interpreters provided by DIBP or the telephone interpreting service to assist with any communications when required.

s. 22(1)(a)(ii)



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s. 22(1)(a)(ii)



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2.4 Computers and internet access

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

Priority should be given to Detainees who have a time-sensitive need to use computers.

For example:

- People who have recently been inducted into 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

Detainees and any visitors seeking to assist Detainees 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 will be in place to control and limit access by Detainees 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.

1GB memory sticks will be available to Detainees, on which to save any personal documentation.

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

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**Australian
BORDER FORCE**

serco
Bringing service to life

Terms and Conditions of Computer and Internet Use

Your access to the Department's Information and Computer Technology (ICT) services is conditional upon you agreeing to the terms and conditions of computer and internet use.

Your ICT activity will be logged and monitored for the purpose of preventing misuse and maintaining the integrity of the departmental ICT resources. You consent to the use by the Department of information concerning your ICT activity where the Department considers that information relevant for the purpose of undertaking official enquiries and investigations against you or another person.

Users under the age of 18 years will require consent from a parent or legal guardian to be given access to computers and the internet.

When using computer and internet services in immigration detention, you must:

- Use the booking system to book your preferred time for accessing a computer
- Comply with the terms and conditions of use of internet and computer as set out in this document
- Log on to the computer only with your allocated username and password*
- Log off the computer after you have finished your internet session*
- Respect the privacy of other computer users
- Use equipment in a way that maintains the good order and security of the facility and the safety and welfare of all people within it, including departmental and Serco staff
- Be responsible for disclosing your personal information over the internet
- Use the internet and network in a manner that is ethical, lawful and not to the detriment of others
- Report as soon as practicable any computer problems to the attending Serco officer
- Report any suspected compromise of your log-in or password to the Serco officer*
- Report any breach of this agreement by yourself or others to the Serco officer without delay.

Acceptable use

At the time you are issued with your allocated username and password, a Serco issued USB storage device may also be provided to you as required.*

While using the computer and accessing the internet you may:

- View web pages that do not breach these terms and conditions
- Use the Serco issued USB storage device to download and save files that are relevant to your immigration status, including any review process
- Attach files to outgoing emails that are relevant to your immigration status, including any review process
- Print up to 30 pages per day. This limit can be increased if there is a reasonable need by placing a request with the Serco officer.

Unacceptable use

- Do not use another person's username and password, or share your username and password with others. Every user will be held personally responsible for any and all activity conducted through their computer account*
- Do not bring food or drinks, or smoke near the computers
- Do not engage in offensive, illegal or criminal activities that could cause harm or offence to others
- Do not make an unauthorised reproduction of material protected by copyright
- Do not send or display offensive sites, videos or pictures that promotes or incites the commission of offences



- violence and sites using frequent, highlighted offensive language and sites relating to weapons
- Do not use the internet for commercial purposes
- Do not gamble or access dating/match-making sites
- Do not access child pornography
- Do not use software to download content from websites
- Do not exceed your allocated booking time for accessing a computer
- Do not engage in any activity that may cause damage to the computer hardware or software
- Do not attempt to repair or modify any of the computer hardware or software
- Do not create or post to personal blogs
- Do not create personal webpages, or group Facebook pages
- Do not access websites that contain or relate to:
 - Software downloads
 - Online storage
 - Any other inappropriate sites as they are identified.

Failure to comply with the terms and conditions

Failure to comply with the terms and conditions of computer and internet use in this document may affect your immigration outcome if the failure constitutes criminal activity under Australian law of which you are convicted or otherwise leads the Minister to conclude that you may not be a person of good character.

The following actions may be taken against you:

- A warning may be issued to you; and/or
- Your access to departmental ICT resources, including computer and/or internet resources, may be suspended or reduced, or subject to direct supervision by a departmental officer; and/or
- An investigation may be commenced in relation to your online activity.

While the Department respects your privacy and permits you to use this service as freely as possible, you acknowledge that the Department may monitor your use of the internet service. If the Department considers that your use of the Department's ICT equipment is, or may be, connected with criminal offending against an Australian law the Department **will** disclose relevant information collected as a result of any monitoring of your ICT use to relevant agencies responsible for investigating and prosecuting that offending.

Disclaimer

You are cautioned that the Internet may contain contents that are offensive, sexually explicit, and materials that may be deemed inappropriate. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content.

The Department and Serco make no warranty that the Internet or that any information, software, or other material accessible on the Internet is free of viruses, worms, Trojan horses or other harmful components which may corrupt or damage your files. By connecting, you acknowledge and accept the risks associated with access to the Internet.

The Department and Serco (and its representatives, agents or contractors) are not responsible for the content of any material prepared, received or transmitted by you.

Under no circumstances is the Department or Serco (and its representatives, agents or contractors) liable for any direct, indirect, incidental, special, punitive or consequential damages that result in any way from your use of or inability to use the computer facilities or to access the Internet or any part thereof, or your reliance on or use of information, services or merchandise provided on or through the Internet, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.

A condition of using the facility's computer and internet resources, you agree not to violate any Commonwealth or State civil or criminal laws or breach any of these terms and conditions.



You agree to indemnify, exonerate, protect and hold harmless the Department and Serco (and its representatives, agents or contractors) from any claim, liability, loss, damage, cost or expense (including without limitation reasonable legal fees) arising out of or related to your use of the facility's computer and internet resources, any materials downloaded or uploaded through the use of those resources, any violation of any third party's rights or an violation of law or regulation or any breach of these terms and conditions.

Your personal information will be treated confidentially and only be used or disclosed in accordance with the provisions of the *Migration Act 1958*, the *Privacy Act 1988* or as otherwise required or authorised by law. Important information about the collection, use and disclosure of your personal and sensitive information (as defined in the *Privacy Act 1988*), including disclosure to other agencies, third parties, and overseas entities, is contained in the Department's [Privacy Notice \(Form 1442i\)](#). Copies of the Privacy Notice are available at www.border.gov.au, at any departmental office or Immigration detention facility. You can view the Department's Privacy Notice by clicking [here](#). You should ensure that you read and understand the Privacy Notice before agreeing.'

I understand and agree to the terms and conditions of computer and internet use. I consent to the collection, use and disclosure of my personal information for the purposes described above.

Note: Information marked with an asterisk (*) does not apply to you if you are accommodated in Christmas Island Immigration Detention Centre.

**Official**

Immigration Integrity and Goods Statistics Section

FOI Request FA 20/09/00277

As at 6am 4 September 2020, there were 89 people detained in North West Point Immigration Detention Centre.

Table 1: s. 47E(d)

s. 47E(d)	
Total	89

Author	Detention, Regional Processing and Community Reporting
Data Sources	Departmental Systems
Data Date	6am 04 September 2020
Cleared For	External Use
Notes	Note: information is based on departmental systems data as at 6am 04 September 2020.

From: s. 22(1)(a)(ii)
To: s. 47E(d) ; s. 22(1)(a)(ii)
Cc: s. 22(1)(a) ; s. 22(1)(a)(ii) ; s. 22(1)(a)(ii)
Subject: NWPIDC response: New FOI Request FA 20/09/00277 – s. 22(1)(a)(ii)
(Asylum Seeker Resource Centre) [SEC=PROTECTED]
Date: Friday, 13 November 2020 12:15:51 PM
Attachments: [Greenheart Schedule November 2020 IDC Christmas Island v.2.0.xlsx](#)
s. 22(1)(a)(ii)

PROTECTED

Good morning s. 22(1)(a)(ii)

Please see answers to the questions below in red font. The Greenheart scheduled attached above shows times when detainees have access to computers in Education. s. 22(1)(a)(ii)
[REDACTED] . Thanks.

- **Availability and access to computers for detainees held at Northwest Point Immigration Detention Centre;**
4 per compound 24 in education. 24 Hour access in compound and access as per schedule in Education.
- **Any information provided to detainees about use and available of communal computers throughout the centre;**
A booking system is in place in the compounds.
On the schedules posted in the compounds in the unstructured columns - the location, room number and times are listed for internet use. Serco also encourage the detainee consultative committee representatives to promote the computer rooms for detainees to use in Education times, as do their activities and welfare staff in their daily engagements. Serco Welfare and Engagement staff also orientate opportunities provided in the centre including computers available and online learning when they conduct the Individual Management Plan Initials upon the detainees entering the centre.
- **Access to, and retention of, computer usage records or data accessed by detainees, by SERCO, Australian Border Force, or the Department;**
The Computers in Education and Compounds are maintained by Unisys. Serco and ABF do not have this information. Please refer to ICT (s. 22(1)(a)(ii)).
- **Any audit or technical information available on the number of computers accessible, and level and type of internet access available to detainees at Northwest Point Immigration Centre;**
Please refer to ICT for Technical information, level and type of internet access. There are 4 computers in each of the compounds and 25 computers in Education.
- **Information on the number of detainees, disaggregated by compound, being held at Northwest Point Immigration Centre.**

s. 47E(d)

- **Information about the number of detainees that Christmas island IDC has capacity to receive.**

s. 47E(d)



- **The number of operational phones (including maintenance reports) for communal access.**
7 per compound. The phones are maintained by CIMS.

Thank you.

Kind regards,

s. 22(1)(a)(ii)

A/g Superintendent

Detention Operations Christmas Island

National Immigration Detention

North and Immigration Detention Command | Operations Group

Australian Border Force

P: 08 s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii)

E: s. 22(1)(a)(ii) [@abf.gov.au](mailto:s.22(1)(a)(ii)@abf.gov.au)

PROTECTED

s. 22(1)(a)(ii)



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s. 47G(1)(a)

s. 47G(1)(a)

Work Order No: s. 47G(1)(a)

PO Number:

Respond By: 19/08/2020

Complete By: 26/08/2020

Department: 14. Others

Asset Details

Asset No: Group D

Location Code:

Asset Description: HA - North West Point

Asset Comments:

Contractor Information

Contractor: s. 47G(1)(a)

S1 CRITICAL - Work Orders MUST be Responded to within 1Hr & Completed in 24HRS

Contact: s. 47F(1) Priority: S3-Resp 7 day/Comp 14 day

Quote No: Phone:

S2 URGENT- Work Orders MUST be Responded to within 24Hrs & Completed in 7 Days

Quote Amount: 0.000000

Mobile:

S3 ROUTINE - Work Orders MUST be Responded to within 7 Days & Completed in 14 Days

Quote Date: Job Type: Reactive

Tasks

Job Description: Programme the removal of restrictions for the 56 x wall mounted phones to enable them to call out to mobile numbers i.e. "04" numbers

Instructions: As requested by MDC

Safety Notes: SafetyNotes

Contractor Information & Service Details

Complete Tailgate on back of this Work Order before commencing work

Works Under \$1,500? Yes ☒ No ☐ If No, did/have you received approval to continue? Yes ☐ No ☐

Description of Works carried out	AS DESCRIBED						
Materials Used & Cost	—						
Asset Condition:	Very Poor () Poor () Fair () Good <input checked="" type="checkbox"/> Excellent ()						
Details of Sub-Contractor tradesmen attending site:							
Name	Trade	Start Date	Start Time	Finish Date	Finish Time	Total Hour	Signature
s. 47F(1)	CABLES	13/8	1100	13/8	1300	2	s. 47F(1)
Job Complete: Yes <input checked="" type="checkbox"/> No ()							
Comments / Additional Works Required							

New Asset Data

(Please ask for a copy of "Asset Register Tracking Sheet" form)

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Work Order Sign Off

I declare: the works as detailed on the "Asset Register Tracking Sheet" have been completed by an appropriately qualified person, and the task(s) have been completed in accordance with all relevant state and federal laws and legislations and comply with all application Building Code of Australia and Australian Standards.







Name: s. 47F(1) Signature: s. 47F(1) Date: 13/8/20

Upon completion of the works - CMS / Client Representative signature: s. 22(1)(a)(ii)

Name: s. 22(1)(a)(ii) Date: 11/8/2020

Tailgate

Our Critical Risks

	Yes / No	Hazards	Steps to Reduce Risk
 Driving	Y	Weather, Road & Vehicle Conditions, Driver	
 Isolated Work	N	Lack of Communication, Single Access, Remote	
 Fire	N	Hot Work, Flammable Material, Weather	
 Public Safety	N	Site Security, Flying Objects, Excavations, Vehicle Pedestrian Access	
 Working at Heights	N	Falling Objects, Fall from Height, Working Above	
 Chemicals	N	Caustic, Acid, Poison, Fumes, Mixing Reaction	

Other Hazards

Hazard	Yes / No	Steps to Reduce Risk
Confined Space	N	
Lifting	N	
Uneven Ground, Insects	N	
Stored Energy (electrical, pressure, weight)	N	
Noise	N	
Plant & Equipment	N	

s. 47G(1)(a)

s. 47G(1)(a)

Work Order No: s. 47G(1)(a)

PO Number:

Respond By: 14/08/2020

Complete By: 21/08/2020

Department: 14. Others

Asset Details

Asset No: Group D

Location Code:

Asset Description: HA - North West Point

Asset Comments:

Contractor Information

Contractor: s. 47G(1)(a)

S1 CRITICAL - Work Orders MUST be Responded to within 1Hr & Completed in 24HRS

Contact: s. 47F(1)

Priority: S3-Resp 7 day/Comp 14 day

Quote No:

Phone:

S2 URGENT- Work Orders MUST be Responded to within 24Hrs & Completed in 7 Days

Quote Amount: 0.000000

Mobile:

S3 ROUTINE - Work Orders MUST be Responded to within 7 Days & Completed in 14 Days

Quote Date:

Job Type: Reactive

Tasks

Job Description: Repair NWP Phones

Instructions: As requested by MDC

Safety Notes: SafetyNotes

Contractor Information & Service Details Complete Tailgate on back of this Work Order before commencing work

Works Under \$1,500? Yes [] No ☒ If No, did/have you received approval to continue? Yes ☒ No []

Description of Works carried out	REPAIR NWP PHONES, 56 UNITS						
Materials Used & Cost	4 PINPADS 4 HANDSETS 4 DISPLAYS						
Asset Condition:	Very Poor () Poor () Fair () Good <input checked="" type="checkbox"/> Excellent ()						
Details of Sub-Contractor tradesmen attending site:							
Name	Trade	Start Date	Start Time	Finish Date	Finish Time	Total Hour	Signature
s. 47F(1)	COMM	7/8/20	0730	7/8/20	1230	5	s. 47F(1)
	COMM	7/8/20	0730	7/8/20	1445	7.25	
Job Complete: Yes <input checked="" type="checkbox"/> No ()							
Comments / Additional Works Required							
New Asset Data (Please ask for a copy of "Asset Register Tracking Sheet" form)							

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Work Order Sign Off

I declare: the works as detailed on the "Asset Register Tracking Sheet" have been completed by an appropriately qualified person, and the task(s) have been completed in accordance with all relevant state and federal laws and legislations and comply with all applicationbBuilding Code of Australia and Australian Standards.

Name: s. 47F(1)	Signature: s. 47F(1)	Date: 17/8/20
Upon completion of the works- CIMS / Client Representative signature: s. 22(1)(a)(ii)		
Name: s. 22(1)(a)(ii)	Date: 17/8/2020	

Tailgate

Our Critical Risks

	Yes / No	Hazards	Steps to Reduce Risk
 Driving	Y	Weather, Road & Vehicle Conditions, Driver	
 Isolated Work	N	Lack of Communication, Single Access, Remote	
 Fire	N	Hot Work, Flammable Material, Weather	
 Public Safety	N	Site Security, Flying Objects, Excavations, Vehicle Pedestrian Access	
 Working at Heights	N	Falling Objects, Fall from Height, Working Above	
 Chemicals	N	Caustic, Acid, Poison, Fumes, Mixing Reaction	

Other Hazards

Hazard	Yes / No	Steps to Reduce Risk
Confined Space	N	
Lifting	N	
Uneven Ground, Insects	N	
Stored Energy (electrical, pressure, weight)	N	
Noise	N	
Plant & Equipment	N	