

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 1 November 2005

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(65) Output 1.3: Enforcement of Immigration Law

Senator Crossin asked:

Provide the committee with the information you give to detainees when they first arrive at Villawood.

Answer:

Detainees are inducted by both GSL and DIMIA into the centre and provided with a detainee handbook.

Please find attached Detainee Information Booklet provided to all detainees on induction to a centre.

OP 4.1: Attachment E
OP 4.3: Attachment A



Detainee Information Booklet

Language: English

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Introduction

You have been detained at this Immigration Detention Facility under the Australian *Migration Act 1958* while the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) decides about your right to stay in Australia.

Within the next five days, you will have the opportunity to attend an information session to help you understand how the facility operates and what your responsibilities are while you are in immigration detention. In the meantime, this booklet will provide information to help you settle in.

Role of Staff

DIMIA Staff are Australian Government employees who work for DIMIA and determine your right to stay in Australia. DIMIA is responsible for decisions affecting your placement and length of stay in immigration detention.

Global Solutions Limited (GSL) Staff are employed by GSL, not by the Australian Government. They are responsible for providing for your health, welfare, and daily needs while you are in immigration detention. GSL does not make decisions about your length of stay in immigration detention or your right to remain in Australia.

Detention Services Officers (DSOs) are GSL staff. They are fully trained to work closely with you to make sure that you are safe, that your needs are met and that your basic rights are protected. DSOs are always on site and are available to help you and answer your questions.

Cultural Diversity

In Australia, people are free to practise their own culture and beliefs subject to Australian law. Individual rights, privacy and freedoms are an important part of Australian culture.

In immigration detention, there are people from different cultures who have different beliefs. Everyone is expected to respect each person's rights and privacy. No-one should discriminate or treat another person unfairly.

Everyone in immigration detention wants to live and work together in a harmonious and safe community. The best way to do this is to respect the dignity, privacy and individual needs of each other.

During your stay at this facility you are expected to conduct yourself in a way that does not impact on the comfort, safety and well-being of other detainees or staff.

Code of Conduct

In immigration detention, there are rules. The rules are simple and fair and mean that everybody is treated equally and with respect and dignity.

You will be asked to sign a "Code of Conduct" which means that you agree to follow the rules of the facility. You will find the Code of Conduct at **Attachment A**. At induction, the Code will be explained to you in detail and you will be able to ask questions.

Unacceptable Behaviour

You must not:

- escape or try to escape;
- create or cause a disturbance that threatens the good order and security of the facility;
- assault or try to assault anybody;
- damage or deface any property or equipment;
- do anything which harms or threatens the personal safety of other detainees, yourself or staff;
- steal;
- verbally or physically abuse or harass other detainees, staff, visitors or contractors; or
- disobey rules.

This is a temporary home for you and other people. Everybody is treated fairly and equally, irrespective of race, colour, gender, sexual preference, language, religion, political or other opinion, national or social origin, property, birth, disability or other status. A peaceful atmosphere helps everybody to enjoy a calm living environment.

Security

This is a secure facility. There are security/surveillance cameras within the facility. If you attempt to escape you will breach Australian law and may either be transferred to another facility or a State prison. There are no cameras in bedrooms, toilets and bathrooms as these are private areas.

Contacting DIMIA

Detainees wanting to contact DIMIA to discuss their case, to make a complaint, to discuss a detention related issue or any other matter can fill in a request form to see DIMIA and place it in the request form letterbox. These request forms are processed regularly and DIMIA will contact you to discuss your issue.

Complaints

The 4 steps below show you how to make a complaint or report a problem on any matter.

1: Talk to a Detention Services Officer (DSO)

The DSO will try to answer your questions and help you to resolve the issue.

If you would like an interpreter, please ask. When you speak with the DSO, you may like to take someone with you for support.

2: Talk to the Detention Operations Co-ordinator (DOC)

If you are not happy with the help that the DSO gives you, you can talk to the DOC.

3: Talk to the Operations Manager

If you are not happy with the help that the DOC gives you, talk to the Operations Manager. Please complete an *Issues Form* at **Attachment B**. Any GSL staff member can give you a copy of this form.

4: Write to the General Manager

If you are not happy with the help that the Operations Manager gives you, you can write a letter to the General Manager. A sample letter is at **Attachment C** and any GSL staff member can give you a copy of this letter.

You have the right to raise your issues with The Human Rights and Equal Opportunity Commission (HREOC) and/or the Commonwealth Ombudsman. Contact details for these agencies are as follows:

Human Rights and Equal Opportunity Commission (HREOC)

Letters should be addressed to:

The Director

Complaints Handling

Human Rights and Equal Opportunity Commission

GPO Box 5218

Sydney NSW 2001

The Commonwealth Ombudsman

Address: GPO Box 442 Canberra ACT 2601

Phone: 1300 362 072 (freecall)

Fax: (02) 6249 7829

Daily Routines

Detainees and staff have agreed to a set of daily routines such as meal times. A copy of those daily routines is at **Attachment D**.

Meals

All detainees are provided with nutritious meals. Special diets are available (for religious, medical or cultural reasons or for vegetarians).

If you need a special diet you should tell a DSO. GSL welcomes your feedback about the cultural appropriateness and acceptability of meals. The Monthly Detainee Consultative Forum helps to develop menus. Detainee representatives attend these forums to discuss meals and give feedback.

Medical Care

International Health and Medical Services (IHMS) will provide you with health services that are generally available to Australian citizens.

There is a daily Nurse Clinic for non-emergencies. For emergencies, a nurse is on call 24 hours a day. For specialist treatment, the nurse will refer you to an appropriate medical practitioner.

If you are taking medication or have a medical condition that needs immediate attention, please let us know as soon as possible.

In the interest of your health and the health of others, we encourage you to take good care of your self and your children by:

- showering daily and regularly shampooing your hair;
- wearing clean and dry clothes;
- not sharing soap, towels, toothbrushes, razor blades or other personal items;
- not drinking from other people's bottles or cups; and
- washing your hands thoroughly with soap and water after using the toilet and before meals.

DO NOT HAVE UNPROTECTED SEX WITH ANYONE.

HIV/AIDS, SYPHILIS, GONORRHOEA AND HEPATITIS ARE SPREAD THROUGH UNPROTECTED SEX.

Condoms are available from the Medical Clinic.

Medical Services

If you are feeling unwell you can ask to see the duty nurse. If necessary, the nurse will arrange for you to see the doctor.

If you are on medication, you can collect your medication at specified times. Please refer to **Attachment E** for medication and doctor/nurse visit times.

Dental and Optical Services may only be arranged after you have seen a nurse.

During your first 2 weeks in immigration detention, you are required to have medical screening.

This will include:

- Chest X-Ray for Tuberculosis; and
- Blood test for HIV, Hepatitis B & C and Syphilis.

Counselling Services

If you need someone to talk to, counselling services are available. Talk to a DSO who will make an appointment for you.

Smoking Policy

Australian law bans smoking in all enclosed areas such as buildings, cars, trucks and taxis. Smoking is allowed in outside areas which are clearly identified as smoking areas. This includes courtyards, exercise areas and covered walkways.

Alcohol and Illegal Drugs

Alcohol and illegal drugs are banned in the facility.

Communication

Once you are no longer in separation detention (see below), you are able to send and receive postal mail. You can also send and receive faxes and make and receive phone calls. However, you do not have access to the internet or email. The address and contact details for this facility are at **Attachment F**.

Faxes, Phone Calls and Photocopying

You can send material about your immigration status by facsimile machine (fax). Faxes to lawyers, the Refugee Review Tribunal, Migration Review Tribunal, Administrative Appeals Tribunal, Courts and Consular representatives about your immigration status can be sent for free. These agencies can fax material to you and it will be given to you.

You can use the payphone at any time. If you need to make an urgent call and have no money, please ask a DSO for help.

Generally, you can make (at your own cost) and receive telephone calls 24 hours every day. However, you are encouraged to arrange for incoming phone calls to be made before 11.00pm at night. This is so that ringing phones and voices do not disturb people who are sleeping. Please consider others by being fair and not talking for excessively long times. Others should not have to wait too long when they wish to use a phone.

In emergency circumstances (eg. facility emergencies) incoming phone calls may not be received.

Photocopying documents, about your immigration status, can be arranged during normal business times (Monday to Friday from 9.00am to 4.00 pm) and is free.

Faxes and photocopying for other reasons can be arranged, but you have to pay for this.

Interpreters

If you require an interpreter for any purpose, ask a DSO to arrange one for you.

Property*GSL Secure Storage*

Storage space in the facility is very limited. You will be given up to 0.5 cubic metre (about 2 large suit cases) of storage space where you can store up to 27 kilograms of luggage. All personal luggage will be itemised and securely stored in your name. Access to your stored items is available during normal business hours, upon request.

It is recommended that if possible you make your own arrangements to store items with family or friends. You can ask a DSO for help with this. You can arrange for certain items to be brought in by and sent out to, family and friends. Ask a DSO for help.

In-Possession Property

You can also choose to take some personal items such as clothes into the facility with you. You will be responsible for the security and care of these items. You must sign an agreement that you will be responsible for any property that you take into the facility as GSL cannot guarantee the security of such property. To guarantee the security of your property you should put it into secure storage (see above).

Money/Valuables

When you arrive at the facility, your cash will be recorded in your name and banked in a special account. For substantial sums of money, we encourage you to make your own personal arrangements. We encourage you to put valuable items such as jewellery into secure storage (see above). If you choose to take such items into the facility, you will be responsible for these items and GSL cannot guarantee their security.

Electrical Items

As a general rule, you may not take electrical items into the facility. However, items such as cassette players, with the recording function disabled, may be considered for approval by the General Manager. Such items must be tagged and tested by an electrician.

For all such items, you must sign an agreement that GSL will not be liable for loss or damage to your equipment, or for any injury that may result from the item.

Baggage Allowances when leaving Australia

Airlines will only allow you to take the following baggage at no charge:

- 7kg of carry on baggage; and
- 20kg of check-in baggage.

If you are in immigration detention for longer than 18 months, DIMIA will let you take an additional 20 kg of baggage (47kg in total). If you are unable to pay for this extra baggage, DIMIA will pay the fee. But, the payment will become a debt to the Commonwealth and must be repaid before you can re-enter Australia.

Airlines restrict the total weight of each bag. Each bag must not weigh more than 20kg.

Baggage Fees

Airlines charge between \$32 and \$42 per kg for each extra kilogram of baggage.

If you want to take more than the allowed baggage weight, you must be able to pay for the extra baggage yourself. You must arrange payment for that extra baggage before you leave the facility.

Your excess baggage will not leave the facility when you are removed unless you have made prior arrangements to pay for it yourself.

Preparing Your Baggage

If you are removed from Australia, you may have little time to prepare. It is a good idea to make plans for your property well in advance of any decision by DIMIA.

You can make arrangements for extra baggage to be transferred, collected or sent to yourself or other persons at your own expense.

You may wish to consider shipping some personal items to your home country, as this is a cheaper option. You should arrange this well in advance.

Property Left at the Facility

If you leave property at the facility, it will be treated as lost/unclaimed goods. It will be held for a period according to State/Territory Law (generally 28 days). If after that time you have not made the necessary arrangements for your property, it will be disposed of according to the requirements under Australian State/Territory law.

Separation Detention

Recent unauthorised arrivals are held in separation detention while initial entry and health-screening checks are undertaken. This is to ensure that detainees are not influenced by anyone before they have their initial entry interview. While in separation detention you will stay in a separate part of the facility and are not able to contact detainees who are not in separation detention. You are able to associate freely with others in separation detention.

Visitor access to detainees while in separation detention is restricted to organisations such as the Commonwealth Ombudsman, the Human Rights and Equal Opportunity Commission (HREOC) and the Australian Red Cross. Other visitors need the approval of DIMIA. There are also certain restrictions on sending and receiving mail and other communications while in separation detention. You are, however, able to send a letter or fax to family or friends overseas to let them know you have arrived safely.

Visitors

All detainees, (except detainees in separation detention), are allowed to receive visitors. Interview rooms are available for visits from lawyers, the Commonwealth Ombudsman, HREOC, and Australian Red Cross officials. See **Attachment F** for visit times and facility contact details. Visitors and detainees are required to abide by the rules and procedures of the facility.

All visitors must produce proof of identity before they can enter the visiting areas.

Proof of identity can be any of the following:

- drivers licence;
- passport;
- student card;
- pension card;

- credit card;
- council rates notice; or a
- utility/telephone bill.

One form of photograph ID is acceptable as proof, otherwise your visitor needs two other forms of identity, such as a pension card and a telephone bill.

Visitors must leave their money and travel documents with the property officer who will issue a receipt. A security box is available to visitors, upon request, to secure legal documents.

Certain items (listed at Attachment G) are not permitted into the facility because they:

- present a risk to security;
- present an occupational health and safety risk;
- are illegal; or
- may be offensive to others.

Australian Red Cross

Australian Red Cross regularly visits all immigration detention facilities in Australia.

Australian Red Cross is an independent humanitarian organisation. If you have lost contact with a family member due to conflict or disaster, Australian Red Cross can assist you in locating missing relatives and re-establishing contact.

If you have been detained in a prison overseas and the International Committee of the Red Cross (ICRC) visited you, then Australian Red Cross can check to see if they have a record of this. If there is a record, a certificate can be provided.

Australian Red Cross also provides other support services in immigration detention facilities. Please check with the Red Cross staff when they are visiting the facility.

You can approach Australian Red Cross with inquiries when they visit the facility. You can also contact the Australian Red Cross office listed below.

All inquiries with Australian Red Cross are confidential.

South Australia: 207-217 Wakefield St Adelaide, Ph: (08) 8100 4650

Victoria: 23-47 Villiers St North Melbourne, Ph: (03) 8327 7883

New South Wales: 159 Clarence St Sydney, Ph: (02) 9229 4143

Western Australia: 110 Goderich St East Perth, Ph: (08) 9225 1916

Tasmania: 40 Melville St Hobart, Ph: (03) 6235 6036

Australian Capital Territory: Cnr Hindmarsh and Palmer Sts Garran, Ph: (02) 6206 6033

Northern Territory: Corner Lambell Terrace & Schultz Sts Larrakeyah, Ph: (08) 8981 4499

Consular Representatives

A representative from your country is available to you at your request.

A DSO can assist you to contact your Consular Representative.

Detainee Consultative Forum

The facility holds Monthly Detainee Consultative Forums to exchange information about services, facilities, activities and programs. You can raise matters of concern and interest at these meetings either personally or through a detainee representative. Please ask a DSO for details.

Community Reference Committee

An advisory committee has been set up to discuss the provision of detention services. Detainee and community representatives, as well as members from GSL and DIMIA, attend these meetings to discuss service delivery and standards of care. The meeting minutes are displayed on the Detainee Notice Boards.

Programs Department Initiatives

The programs and activities department offer a variety of programs and activities. Information about activities is displayed on the notice boards in all the common areas.

Attachment A - Code Of Conduct For Detainees

- 1 You must comply with Australian law.
- 2 You are not to be treated unfairly or be discriminated against because of race, colour, gender, sexual preference, language, religion, political or other opinion, national or social origin, property, birth or other status, or disability. You must not treat anyone else unfairly or discriminate against others.
- 3 You are given as much personal privacy as is reasonably practicable and you must give privacy to others. You should only enter another person's personal space when you are invited to.
- 4 You can practise and express your own culture and beliefs, subject to Australian law and the good order and security of the detention facility and the safety of all. You must also respect the rights of others to express their own culture and beliefs.
- 5 You must protect your belongings. You must not steal from anyone and you should not lend to or borrow from anyone.
- 6 If you bring medicine into the facility, a qualified medical officer will decide how this medicine will be managed. You will not be able to keep any prescribed medicines in your possession. Any illegal drugs will be confiscated.
- 7 You will be required to keep your own and your family's clothing and personal space clean.
- 8 You will be given a choice of food that is nutritional and dietary specific. You should not hoard food or take food from others. You may request additional food in the dining hall.
- 9 Parents remain responsible for their own children. Parents are encouraged to allow their children to use the education services available. Information about educational requirements and practices in the Australian community will be given to all parents.
- 10 You are encouraged to participate in a range of life skills (including English language) activities.
- 11 You are able to practise the religion of your choice. Places of worship will be available on a shared rostered basis. You must respect that these places are multi-faith areas.

- 12 You are able to receive visits from:
- relatives;
 - friends;
 - personal community (including religious) contacts;
 - diplomatic, consular representatives;
 - lawyer or your legal/migration representative;
 - HREOC, Commonwealth Ombudsman and the Australian Red Cross;
- subject to:
- certain restrictions while in separation detention;
 - the good order and security of the detention facility;
 - the safety of all those within it;
 - the protection of the dignity and privacy of all detainees;
 - the restrictions of a detainee's movements for management reasons;
 - and
 - you agreeing to the visit.

In order to continue to receive visits, you must cooperate in maintaining the good order and security of the detention facility.

- 13 After completion of your initial processing and subject to the good order and security of the facility, you can communicate with family, friends, diplomatic, consular and other representatives by telephone, fax, and mail.
- 14 You must cooperate in keeping the grounds and equipment of the detention facility in a safe, useable and hygienic condition. You must not wilfully damage, or be neglectful of your surroundings. You must exercise patience when cleaning and maintenance staff require access to areas.
- 15 You must comply with all reasonable orders and directions that are in the interests of the security and good order of the facility and the safety and management of detainees. When the facility is in "Command Mode", it is vital that you comply quickly and fully with the directions and orders from staff.
- 16 If you commit a criminal act, you can expect to be charged according to State/Territory/Commonwealth law and, if convicted, you may be transferred to a correctional facility.
- 17 Non-compliance with orders and directions may result in you being transferred to another part of the facility; or having your movements in the facility restricted; or being transferred to another place of immigration detention. Force as is reasonably necessary and proportionate in the particular circumstances may be used to resolve situations of non-compliance.
- 18 You may be screened and/or you and/or your accommodation may be searched according to Australian law, Ministerial directions, and operational orders. Items seized and retained in the course of screening or searching are handled according to Australian law. You must cooperate whilst staff conduct these searches.

- 19 Any allegations of assault, including sexual assault on any detainee are dealt with promptly, in accordance with Australian law. If you want to report an alleged assault to police or other authorities, you will have access to facilities to make a report.
- 20 You have the right to comment on, or complain without hindrance or fear of reprisal about any matter relating to the conditions of immigration detention to the GSL, DIMIA, HREOC or the Commonwealth Ombudsman. In the case of a criminal offence (including child abuse); you may lodge a complaint with the police or the relevant State/Territory welfare agency.

Attachment B - Issues Form

GSL is here to make your stay at the Facility as trouble free as possible. If you have any problems, we would like to hear about it. We ask that you raise it, verbally, with a DSO before completing this form. All issues raised are treated seriously, in confidence and will be acted upon quickly.

If you would like assistance to complete this form, please ask the Operations Manager. Once the form has been completed and you have discussed your issue with the Operations Manager, you should both sign this form. Once signed, you will be given a copy to keep.

If you are unhappy with the response you receive from the Operations Manager, you can raise your issue in writing to the General Manager of the Facility. Ask a DSO how to do this.

ISSUE NUMBER: _____

Name: _____

WHAT IS YOUR ISSUE ABOUT?

WHEN DID IT OCCUR?

WHO WAS INVOLVED?

WERE THERE ANY WITNESSES?

YES

NO

Witness Names:

--

HAVE YOU SPOKEN TO ANYONE ABOUT THESE ISSUES?

YES

NO

Who have you spoken to?

--

This page should be completed by both the Detainee and the Operations Manager.

ISSUES FORM

DETAILS OF DISCUSSION BETWEEN OPERATIONS MANAGER AND DETAINEE

AGREEMENT/S REACHED (In point form)

ACTIONS TAKEN (In point form)

OUTSTANDING ACTION	FOLLOW-UP DATE	RESPONSIBILITY

We hope that your issue can be satisfactorily resolved within the Facility. However, you do have the right to raise your issue with DIMIA, the Human Rights and Equal Opportunity Commission (HREOC), the Commonwealth Ombudsman. Contact details for these agencies are displayed on posters throughout the Facility.

Detainee Signature: _____

DSO Name: _____ **Signature:** _____

Witness Name: _____ **Signature:** _____ **DATE:** _____

Attachment C - Letter To The General Manager

Detainees

General Manager
GSL (Australia) Pty Ltd

Detention Facility

Dear

I would like to make a formal, written complaint.

I have already spoken with _____ (DSO name),
with the Detention Operations Co-ordinator and with your Operations Manager about
my concern. Attached is a copy of the Issues Form, previously completed by me.

I am not happy with the response I have received to date because

I ask that you look into the matter on my behalf and I look forward to an early response from you.

Thank you
Signature: _____

Name: _____ Date: ___/___/___

Attachment D - Daily Routine

INSERT DAILY ROUTINE HERE

Curfew

INSERT CURFEW DETAILS HERE

Welfare Checks

Management must ensure that everybody is accounted for and detainees are in good health. This will be achieved by conducting standard and random day/night welfare checks at the following times or when considered necessary by management.

INSERT WELFARE CHECK TIMES HERE

Attachment E - Times for Medication and Clinic Visits

Medication Times

INSERT MEDICATION TIMES HERE

Doctor's Times

INSERT DOCTOR'S TIMES HERE

Nurse's Clinic

INSERT NURSE'S CLINIC TIMES HERE

Attachment F - Facility Contact Details and Visit Times

Detention Facility Contact Details

INSERT CONTACT DETAILS HERE

Address:

Phone Number/s:

Fax Number/s:

Visit Times

INSERT VISIT TIMES HERE

Attachment G – Items which are not Permitted in the Facility

<p>ITEMS WHICH ARE NOT PERMITTED INTO A FACILITY (NB: ITEMS NOT ALLOWED INTO A FACILITY MUST BE LEFT IN THE LOCKERS PROVIDED AT THE FACILITY’S VISITOR RECEPTION AREA)</p>
<p>Detainees are able to keep with them an amount of clothing and other items that can reasonably be expected to be used by one person.</p> <p><u>The detention facility provides limited storage space. Should a detainee’s personal possessions be in excess of .5 cubic meter GSL will request that private storage arrangements are made by the detainee.</u></p> <p>GSL provides detainees with a range of personal items (including bedding, soap, shampoo, toothpaste) For this reason, additional personal items are therefore not permitted into the Facility.</p> <p>Sewing and craft items will be considered part of the recreation program and will be stored accordingly for the supervised use of the individual who owns the item/s.</p> <p>Items available within a Facility, eg: at the canteen, or from vending machines, may not be brought into the Facility <u>by detainees</u> or visitors.</p> <p>Visitor “gifts” to detainees will be assessed on an individual basis and should not be in quantities in excess of that which can reasonably be expected to be used by the detainee for whom they are intended.</p> <p>Certain items (refer attached list) are not permitted into a Facility because they:</p> <ul style="list-style-type: none"> • present a risk to security; • present a health and safety risk for the Facility and those within it; • are illegal; • may be offensive to other detainees and staff. <p>NB: Please note that those items marked with an asterisk may sometimes be brought into a Facility in special circumstances. For example, sacramental wine for use in religious services may be brought in by the religious representative conducting the service and legal representatives are also sometimes permitted to bring computer and other equipment into a Facility with prior approval.</p>

NB: ITEMS NOT ALLOWED INTO A FACILITY MUST BE LEFT IN THE LOCKERS PROVIDED AT VISITOR RECEPTION

Please note that those items marked with an asterisk may be brought into the facility in special circumstances. Ask a DSO for further information.

PERSONAL ITEMS	ITEMS PRESENTING A RISK TO SECURITY	ITEMS PRESENTING A RISK TO SECURITY cont.
<p>Aerosol sprays (inc spray deodorant) Aftershave gel Cigarettes (except visitors own) Energy drinks (eg: Red Bull, V etc) Excessive clothing Loose tobacco Medication Nail clippers Talcum powder Toothpaste</p> <p>ITEMS PRESENTING A HEALTH AND/OR SAFETY RISK</p> <p>Electrical appliances (without approval and electricians safety certificate) Flammable items Glue (except water based) Raw or unprocessed foodstuffs (inc eggs, except fresh fruit) Unsealed drinks in any type of container Vitamins (except prescribed)</p>	<p>Alcohol of any kind* Alcohol-based deodorants Bobby pins Cameras Candles Cash Chewing gum Computers (inc laptops with modem access*) Glue (except water based) Glass or ceramic items Handbags Keys Knitting, darning, crochet needles Knives Lighters/matches Maps/street directory Compasses Mobile phones SIM cards Metal cutlery Mirrors Nail polish Pencils/pens (except clear pens) Personal identification Photographs inc negatives Pins, brooches, needles, dress making tools</p>	<p>Perfume Picture frames with glass Razor blades Rollerblades Recording devices (record button must be disabled) Scissors Syringes Soccer/football boots Tape recorders Thermos flasks Tools Umbrellas Video cameras Video tapes/DVDs Wallets Weapons (eg: firearms, machetes, knives, explosive materials)</p> <p>ITEMS THAT MAY BE OFFENSIVE TO OTHERS</p> <p>Material that might reasonably cause offence based on issues of race, colour, gender, sexual preference, language, religion, political or other opinion, national or social origin. Pornographic books, magazines, material.</p>

DETAINEE INDUCTION TALKING POINTS

DETAINEE INDUCTION

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1 INTRODUCTION

The following checklist aims to assist Induction Officers identify the key areas which should be covered when inducting new detainees to the Facility.

The checklist highlights the relevant areas of the Immigration Detention Standards (refer Performance Standards identified in OP 4.3: *Induction*), which need to be covered in the induction process.

Induction Officers must arrange for interpreter/translator services to assist the induction process

Things To Consider

- ✚ It is anticipated that the full induction process will take approximately 2 hours. A tour of the Facility should be included in the induction process
- ✚ Parts of the induction will be able to be conducted on site, during the tour of the Facility (eg: information about the shop, accommodation areas, laundry facilities, dining and meals)
- ✚ Ensure that the services of an interpreter have been organised for the entire induction session
- ✚ Use the space under the **discussion** point to record discussions at each session, this will enable you to develop Frequently Asked Questions (FAQ's) to assist you at future sessions
- ✚ Induction Officers have a responsibility to raise with management, any contentious issues or good ideas discussed at induction

CATEGORY 1

DOMESTIC ISSUES

1.1 DAILY ROUTINE

Resources

Handout: *Daily Routine*

Provide Daily Routine Schedule specific to your Facility (this is found in the Detainee Information Booklet).

Talking Point

It is extremely important that the detention facilities run smoothly on a day to day basis. To facilitate this, a daily routine has been developed for both staff and detainees.

Discussion

Importance of and reasons for Daily Routine

1.2 DINING ARRANGEMENTS, SPECIAL DIETARY NEEDS and MENUS

Resources

OP's: 8.1, 8.2, 8.3

Handout: Sample Menu for this week

Representative/s: The facility's Detainee Consultative Forum

Talking Points

- Meals will be served at the following times:
00.00
00.00
00.00
- Cultural specific meals, Halal, vegetarian meals will be provided
- Special dietary meals are authorised by Health Services staff, if you have a special need you should discuss this with Health Services
- Everyone needs to contribute to the cleanliness and hygiene of the facility, therefore:
- Breakfast, Lunch and Dinner will be taken in the dining room only
- Sandwiches, biscuits and fruit can be taken.....(location)
- No smoking in the dining room or in any enclosed area
- Dining room must be vacated at specified times, for cleaning purposes

You can make suggestions about the food you would like to see on the menu by talking to members of the Detainee Consultative Forum

Discussion

By representative of the Detainee Consultative Forum

1.3 VISITS

Resources

OP's: 10.4, 12.6 (A), 12.8, 12.9

Handout: Conditions of Entry
List of Items Not Permitted into the Facility

Talking Points

- If you are not in separation detention, you are able to have visits, from family, friends and professionals, 7 days a week
Between the hours of:

00.00– 00.00.
00.00– 00.00
00.00– 00.00
- 24 hours notice is required by intending visitors
- Visits are subject to the:
 - good order and security of the detention facility
 - safety of all those within it
 - protection of dignity and privacy of all detainees
 - restriction of a detainees movement, for management reasons
 - agreement of detainees
 - provision of ID by the visitor
- If the behaviour of a detainee or of a visitor is considered to be inappropriate or offensive to others, the visitor may be asked to leave the Facility
- There is a limit on the number of visitors you can have at any one time, this is because we need to manage numbers within the Facility. The basis for deciding how many visitors you can have at any one time is.....
- All visitors will be required to agree to the Conditions of Entry.

Discussion

Detainees are likely to have many questions on this topic

1.4 MAIL

Resources:

OP: 10.3

Representative: Member of the Administration Team

Talking Points

- Staff do not open, censor or read any mail addressed to you
- Mail will be available for collection daily (on Australia post delivery days) from.....(location)
- Mail collection times are.....(time)
- To collect mail, you must produce your Identity Card (show the card to the group)
- Explain screening/x ray process for parcels
- Illegal items or items not allowed into the Facility and which arrive by post, will not be delivered to you. They will be processed according to GSL's policy on the particular item (e.g.: stored, disposed of, and handed to police). You will be advised if your mail has been processed in this way.
- Outgoing mail will be collected each day at.....(time)
Detainees who wish to post mail should leave it for collection at..... (location)
by no later than..... (time)
- Postage stamps are available for purchase from.....(location)
- Writing materials are available from.....(location)

Discussion

1.5 USE OF TELEPHONE and FAX MACHINES

Resources

- OP:** 10.2
- Handout:** Detainee Phone Number at the Facility, include international dial codes, preferred times for calls
- Representative:** Member of the Administration Team

Talking Points

- You may receive incoming telephone calls. So other detainees are not disturbed please arrange for calls not to be made late at night.
- The telephone number for all incoming calls for detainees is.....(number)
- Detainees can make calls from the facility, on designated telephones located at.....(location)
- If, for a special reason, you wish to make an International telephone call, authorisation by a member of staff is first required. To make the request, simply.....
- Explain the availability of phone cards, what types of cards are available and where they can be purchased.
- You are able to send faxes, but you will be asked to pay for personal faxes of more than 2 pages.

Discussion

1.6 ACCOUNTS and PURCHASES

Resources

- OP's:** 18.1, 18.2
Handout: List of supplies provided by GSL
List of supplies available at the facility shop

Talking Points

Accounts

- If you brought money into the Facility with you, it has been/will be banked in a special account on your behalf. If you need to access your money.....
.....
.....
.....
- If you wish to exchange foreign money.....

Purchases

- GSL provides.....(handout list of items supplied)
- There is/not a Facility shop
 - The shop will be open between the hours of 00.00 – 00.00
 - The shop sells all basic requirements, such as toiletries, cigarettes, sweets (provide list of items available)
 - On occasion there will be scheduled shopping excursions
 - You are also able to purchase approved items through home order catalogues, which are available on request.
 - You will not be able to purchase items that are not allowed in the Facility
 - You are not permitted to set up stalls or shops or to sell any products while in immigration detention.

Discussion

1.7 ACCOMMODATION, CLOTHING and LAUNDRY FACILITIES

Resources

OP: 2.9, 3.4

Talking Points

Accommodation

- As far as possible, allocation of accommodation is based on your individual needs. You will be/have been allocated accommodation space.
- You are responsible for keeping your own rooms clean and tidy at all times
- You are responsible for making your own beds
 - You should not display offensive photographs, magazines or pictures in your accommodation area, or elsewhere in the Facility
- You should not write or draw on any of the walls in the Accommodation areas or elsewhere in the Facility
- GSL staff will check your accommodation areas daily. These checks will be low-key and in accordance with GSL's procedures (refer 2.9: *Detainee Welfare Check – Accounting for Numbers*).
- For health and safety reasons, you should not hoard perishable, or combustible materials in your rooms (e.g. food, newspapers)

Clothing and Laundry Facilities

- On arrival, you should have received fresh, clean bedding
- If you required clothing on arrival, you have been issued with a clothing pack
- You are responsible for regularly changing and washing your own bedding and clothing.
- You will be shown how to access and operate the laundry facilities.

Discussion

1.8 CLEANING and HYGIENE

Resources

OP: 3.5

Talking Points

- You are able to volunteer to participate in the Activity Merit Point System. (I will explain this in detail a little later). Some of the activities available under that system relate to cleaning and general hygiene of the Facility, specifically:
 - We ask that you keep your accommodation blocks clean and tidy at all times
 - We request that you keep showers, toilets and footbaths clean and free from rubbish or other waste materials
 - To enable proper cleaning, some areas will need to be vacated. We ask that you cooperate in vacating areas, when requested. We aim to vacate areas at the most convenient time for you, to minimise disruption
- On arrival, you should have been issued with a Hygiene Pack
- In the interest of your health, the health of other detainees and staff, we encourage you to establish personal hygiene routines and practices, in particular we ask that you:
 - Shower daily and regularly shampoo hair;
 - Wear clean clothes daily;
 - Do not share soap, towels, toothbrushes or razor blades;
 - Do not drink from other people's bottles;
 - Wash your hands thoroughly with soap and water after using the toilet and before meals.

Discussion

1.9 SMOKING POLICY

Resources

OP: 2.10

Representatives: Health Services

Talking Points

- To ensure a safe and healthy living and working environment for everyone at the Facility, there are some restrictions on where you can and can not smoke.
- Commonwealth/State/Territory law bans smoking from all enclosed areas: inside buildings, cars, trucks and taxis.
- However, you can smoke anywhere which is clearly identified as a smoking area including courtyards, exercise areas and covered walkways.
- You can not smoke in any area displaying a “No Smoking” sign.
- Cigarette are available from.....
- If you would like to stop smoking, talk to Health Services who will assist and support you.

Discussion

1.10 SCREENING and SEARCHING PROCEDURES

Resources

OP: 12.6 A-F

Talking Points

- You should explain to detainees, the requirement to screen and search both personnel and premises, including:
 - impress on detainees that this will be done in a fair, non discriminatory way
 - That the only reason for screening and searching is to ensure the security and good order of the Facility and the safety of those within it
 - that screening and searches are similar to airport security procedures
 - that searching will not be escalated without good grounds, based on balanced reports and informed decisions
 - That if detainees are concerned, they have full right of representation and appeal within the facility, as well as to outside bodies

NOTE: *Authority to carry out a strip search can be given only by senior DIMIA officials or by a Magistrate. The process **MUST** be initiated by the DIMIA Business Manager who will directly advise the GSL General Manager of their decision (refer OP 12.6E: Strip Searches of Detainees).*

Discussion

1.11 EXTERNAL ESCORTS

Resources

OP's: 12.5

Talking Points

Induction Officers should inform detainees of the processes involved for routine escorts (e.g.: shopping trip), non routine escorts (e.g.: medical emergency) and escorts when being relocated to another Facility.

Routine Escorts

- You will continue to hold all keys, ID cards and secure belongings in your wardrobes/lockers.
- You must not entrust another detainee with the care of your possessions while you out of the Facility. You remain at all times, responsible for the personal possessions you have chosen to bring into the facility with you.
- You are able to pack your personal belongings and temporarily store them until your return.

Non-Routine Escorts

- if you are conscious and able to understand about your escort, the above procedures apply.
- If not
- Facility staff will clear your area and store your property (until you are able to resume responsibility).

Relocation To Another Facility

- You should leave your room clean and tidy.
- You should attend the reception area with all your items, including: bedding, Identity Card, locker key, receipts for property held in-possession and library books.

Discussion

1.12 WELFARE CHECKS

Resources

OP: 2.9

Taking Points

Induction Officers should explain the safety and security reasons for conducting regular (and occasionally) 'stand-fast' welfare/roll checks

- Checks will always be done as quickly and non-obtrusively as possible.
- Wherever practicable, checks will fit into the daily routine of the Facility.
- You will, occasionally, be required to follow instructions (from Detention Service Officers) to remain in a place or to move from one place to another.
- While checks are occurring, it is your opportunity to speak with DSO's about any issues you would like to raise or let her/him know if you are feeling unwell.

Discussion

1.13 CONTROL OF DRUGS / ALCOHOL

Resources

OP: 6.3

Representatives: Health Services

Talking Points

- The possession of illegal drugs or alcohol within the Facility is not allowed.
- The possession of illegal drugs is an offence under Commonwealth/State and Territory law and anyone found in possession of such drugs will be reported to the police.
- Any person found attempting to bring into the Facility, any illegal substance, may be liable for prosecution. This applies equally to detainees, visitors, staff or contractors.
- If you are taking prescribed medication or have a medical condition that requires immediate attention, and you haven't yet told us about it - I need you to advise me now.

Discussion

1.14 DETAINEE BEHAVIOUR / CODE OF CONDUCT

Resources

OP: 2.4
Handout: Detainee Code of Conduct

Talking Points

- Within this Facility, detainees and staff have agreed that they wish to live and work together within a harmonious and safe community. We all agree that the best way to do this is to respect the dignity, privacy and needs of each other.
- During your stay at this Facility we ask that you conduct yourself in a way that considers the comfort, safety and well-being of everyone, detainees and staff alike.

Induction Officers should now take the detainees through the full Detainee *Code of Conduct*.

- Clearly explain the Code
- Check regularly that the detainee/s understand what is being explained and requested
- Provide lots of opportunity for questions
- Once you are happy that they understand the Code, detainees are required to sign the Detainee Code of Conduct

Discussion

CATEGORY 2

FACILITIES and ACTIVITIES

2.1 HEALTH CARE PROVISION

Resources

OP 6.2. 6.4, 6.5,
Representatives Health Services

Talking Points

- International Health and Medical Services (IHMS) provide a level of health care generally available to Australian citizens
- Access to essential medical and specialist treatment will be provided for you. However, non-essential treatment (that is treatment considered voluntary within the Australian health system, (e.g.: cosmetic dental and laser eye treatments) will not be available to you.
- A nurse is on call 24 hours a day for emergencies. For non-emergencies, the Nurse Clinic is open.....daily.
- If you require specialist treatment (e.g.: optometrist, dentist), the nurse will refer you to an appropriate practitioner.
- Should you be taking prescribed medication or have a medical condition that requires immediate attention, please let us know urgently.
 - You cannot bring medication into the facility unless you have a medical need and it has been cleared by a Health Services employee
 - On arrival, all medication should have been/will be removed and given to Health Services for review
- Children are encouraged to have six monthly dental check-ups. GSL encourage Mothers/carers/guardians to accompany their children on these visits.
- GSL offer a range of sporting, fitness and recreation programs which aim to assist you maintain and improve your health.
 - If you have a specific interest in activities which are currently not offered, let us know

Discussion

2.2 EDUCATION

Resources

OP:	9.4
Handouts:	Program Timetables
Representatives:	Education Officer Detainee/s currently involved in the programs

Talking Points

- Voluntary classes are available to everyone. Currently these include:
 - English
 - Numeracy
 - Computers for beginners
 - Australian Law
 - Cultural Awareness

- A program timetable is displayed on noticeboards, in common areas, throughout the Facility.

- Volunteers, from a range of community agencies, regularly visit the Facility to assist with programs.
- If you have specific educational needs or interests, let us know.

- If you have specific skills and experiences please let us know as you may be able to utilise these as part of the Activity Merit Points System.

Discussion

2.3 RECREATION, FITNESS and SPORTING PROGRAMS

Resources

OP:	9.2, 10.6
Handouts:	Schedule of events
Representation:	Recreation Officer Detainee/s currently involved in the programs

Talking Points

- Organised sport and fitness activities will be available between the hours of 00.00 and 00.00
- An activities timetable changes regularly and is displayed on notice boards, in common areas, throughout the Facility
- You are free to organise your own activities, as long as they do not clash with Facility routines and do not disrupt the good order and security of the Facility or the safety of those within it
- To borrow equipment, contact the Recreation Officer.....(name)
- When participating in programs, you should be dressed appropriately for the activity
- Specific developmental activities are available for children and GSL encourages and supports their attendance. Activities currently available for children are:.....
- Volunteers, from a range of community agencies, regularly visit the Facility to assist with programs.
- If you have specific needs or interests, speak with the Recreation Officer.
- If you have specific skills and please let us know as you may be able to utilise these as part of the Activity Merit Points System.

Discussion

2.4 RELIGIOUS and SPIRITUAL SERVICES

Resources

OP:	3.7
Handouts:	Schedule of Services and Activities
Representatives:	Religious/Spiritual Leaders (external & detainee)

Talking Points

- Specific areas within the Facility are equipped and designated for religious and spiritual activities. Currently, these areas are.....
- Access to these areas is not restricted to any individual or group, but is shared.
- a timetable is regularly updated to ensure everyone, regardless of their religion, enjoys equal access to the designated areas.
- The timetable is displayed on notice boards throughout the Facility.
- A number of religious / spiritual leaders visit the Facility regularly Their visit times are displayed on notice boards throughout the Facility.
- You are able to arrange a separate time to speak with your preferred religious / spiritual leader.
- If you have genuine qualifications and experience as religious/spiritual leader, let us know because we encourage you to practice your profession while you are in the Facility.

Discussion:

2.5 LIBRARY FACILITIES

Resources

OP: 9.3

Representatives: Librarian/Admin. Officer

Talking Points

- Library facilities will be available to detainees between the hours of 00.00 – 00.00.
- The library provides newspapers, books and magazines, as well as legislation pertaining to your rights.
- Games and puzzles are also available in the library.
- If you have skills as a librarian or assistant we would value your assistance, as part of the Activity Merit Points System.

Discussion

2.6 MEANINGFUL ACTIVITY MERIT POINTS

Resources

OP: 2.7

Representatives: Merit Points Co-ordinator

Talking Points

- The Facility offers a range of varied and interesting opportunities for you to participate, on a voluntarily basis, in activities which we hope will give you more control over you daily life.
- Anyone over the aged 15 years can volunteer to participate.
- Those people who participate will be given “Merit Points”.
- For every hour you undertake a voluntary activity, you will receive one merit point.
- You will be asked to keep a record of your volunteer hours. Your hours will be recorded by you and checked by your supervisor.
- Your voluntary hours will be converted to points and will be accrued in your name.
- You will be able to exchange your accrued points for goods at the facility shop, at external shops while on scheduled excursions or, if prior approval is given - through home order catalogues.
- Activities which are currently available include:.....
- We regularly place information about voluntary activities on the notice boards, in all common areas.
- Popular activities are regularly rotated amongst those interested.
- If you are interested in volunteering, you should check the notice boards regularly for new activities.
- Your participation is not an automatic entitlement.
- You participation is subject to a successful suitability check and continued behaviour which supports the good order, safety and security of the facility.

- Anyone can be excluded from participating in volunteer activities by the Operations Manager for the following reasons:
 - Failure of suitability check;
 - Demonstrating behaviour which does not support the security and good order of the facility or the health and safety of those within it;
 - Damaging facility property: the person may be excluded until the total merit points which would normally have been accrued by that person, equals the cost of repair to the property.
- We're sure you all have particular skills and experiences which you could share with other residents of the Facility
- If you would like to volunteer, speak with.....(name)
The Merit Points Coordinator

Discussion

CATEGORY 3

REPRESENTATION and ISSUES RESOLUTION

3.1 VISITS BY LEGAL REPRESENTATIVES

Resources

OP's: 10.4, 10.5, 12.6 (A), 12.8, 12.9

Talking Points

- You are permitted to receive visits from your legal representative 7 days a week between the hours of 00.00 – 00.00.
- You must agree to the visit before the representative will be permitted to enter the facility.
- Your representative must provide, at least, 3 days written notice of his/her visit. This is to ensure a suitable venue can be found for you to meet with him/her.
- A visits' booking system is in place, to ensure you have equal access to visits from family, friends and legal representatives.

Discussion

3.2 ACCESS TO IMMIGRATION PERSONNEL

Resources

Representation: DIMIA

Talking Points

This section will be presented by a DIMIA representative. Areas to be included:

- If you wish to see a member of the Immigration staff you need to complete a request form and hand it to a DSO. Request forms are available from any DSO.
- DIMIA will attempt to see you on the same day that you make the request, or at most, within 24 hours
- DIMIA officers located at the Facility do not have control over individual cases or your immigration status
- Immigration officers liaise with appropriate posts/offices and will give you general advice regarding immigration matters

Discussion

3.3 ACCESS TO CONSULAR REPRESENTATIVES

This section will be presented by a DIMIA representative

Detainees have reasonable access to facilities to communicate with the diplomatic and consular representatives of the country to which they belong or with their legal representatives.

Discussion

3.4 PROVISION and ACCESS to INTERPRETER and TRANSLATOR SERVICES

Resources

OP:

3.6

Representations:

An interpreter should be available for the entire induction

Talking Points

- If you require an interpreter, please let us know and we will arrange this for you

Discussion

3.5 COMPLAINTS PROCEDURE

Resources

OP:	14.1, 14.3
Handout:	Issues Form
Tools:	Poster Display
Representatives:	Duty Operations Coordinator External Agency/ies

Talking Points

- GSL aims to make your stay at the Facility as trouble free as possible.
- If you have a concern, we ask that you raise it with a DSO as soon as Possible.
- GSL provide a form to assist you raise your issue.
- If you are not satisfied with the response from the DSO, raise your concern with, the Duty Operations Co-ordinator, the Operations Manager and the General Manager – in that order.
- Information about how to raise an issue is displayed on notice boards throughout the Facility.
- Issues forms are available, from
- You can also raise your issue with an external agency. Contact details for external agencies are displayed on posters throughout the Facility.

Discussion

3.6 DETAINEE CONSULTATIVE FORUM

Resources

OP: 10.1
Representatives: Detainee Reps on the Forum

Talking Points

This section will be presented by a representative/s of the detainee consultative forum and should include:

- Forum Composition
- Meeting schedules
- How to raise issues with the forum
- Election process is via secret ballot, conducted in each accommodation area, on a quarterly basis
- Occasionally, you will be requested to complete surveys and questionnaires about conditions in the Facility
- Detainee representatives on that forum are.....
- Elections are held
- To nominate as a representative.....

Discussion

CATEGORY 4

RESPECT and CARE

4.1 HUMAN RIGHTS and EQUAL OPPORTUNITY

Resources

OP 3.1
Representatives: HREOC

Talking Points

HREOC will be asked to give presentations on a regular, scheduled basis, for groups of new detainees

- Every person within the facility will be treated fairly and with respect
- Discrimination will not be tolerated
- All complaints of unequal or unfair treatment will be diligently and thoroughly investigated
- All those who visit, are detained or work in the detention Facility will be treated with humanity, quality and respect
- No person shall be treated in any way that favours any other person or group of persons over anyone else
- All complaints referring to a contravention of the Act will be thoroughly investigated and, where necessary, appropriate action taken

Discussion

4.2 ANTI-BULLYING POLICY

Resources

OP 3.2

Talking Points

- Everyone in the Facility should feel safe and secure at all times.
- If you do not, or you know someone who does not, you should inform a member of staff.
- You should not hand over your possessions, vacate your own space, feel forced to take actions or do things that you do not want to do - unless the request is a reasonable direction from staff.

Discussion

4.3 CARE of VULNERABLE PEOPLE

Resources

OP: 3.3 (S.A.S.H)

Talking Points

- GSL employees have a duty of care and a genuine concern for all detainees. We closely monitor everyone to make sure you are all right
- We encourage you to befriend other detainees and participate jointly in activities which you both enjoy.
- If you suspect another detainee is feeling low or entering a period of crisis, please inform a staff member immediately.

Discussion

4.4 HIV/AIDS/COMMUNICABLE DISEASES

Resources

Representatives: Health Services

Talking Points

Medical/Clinical/Health Education representatives will conduct this section.

Information Fact Sheets referring to HIV/AIDS are available from the medical centre.

Please convey the following message:

**WE ADVISE YOU NOT TO HAVE UNPROTECTED SEX
WITH ANYONE**

**HIV/AIDS, SYPHILIS, GONORRHOEA AND HEPATITIS
ARE SPREAD THROUGH UNPROTECTED SEX.**

Condoms are available from the Medical Clinic.

Discussion

4.6 CARE of UNACCOMPANIED MINORS

Resources

OP: 7.1

Talking Points

- All unaccompanied minors will:
 - be given priority on arrival
 - be inducted separately from other detainees (children accompanied by their parent/guardians will not be separated from them at induction)
 - have a suitable member of staff allocated to work closely with them, that person is responsible for the immediate needs and welfare of the child
 - have a suitable member of the health staff allocated to work closely with them, that person will then look after the child's medical, nutritional and psychological well-being
 - If you are concerned about the health or welfare of a child, GSL encourages you to report your concern to medical or DSO staff.

Discussion

4.7 CARE for CHILDREN

Resources

OP: 7.2

Talking Points

- Children (defined by law as being less than 18 years old) in detention are entitled to the same protection from harm, abuse or neglect as any child in the community.
- State child protection agencies have a legal responsibility to investigate child protection concerns including, those in respect of children in immigration detention.
- If you have a suspicion that a child has been or may be abused or neglected, please speak immediately with a staff member about your concern.

Discussion