

APPENDIX 12

STANDARD OF SERVICE PROVIDED BY THE CONTRACTOR

A copy of the current draft of the formal protocol that DIMA is developing with P&I, based on their standard protocol with other companies¹ states that in the process of removing individuals from Australia, P&I, and anyone undertaking DIMA removals, shall:

1. Undertake removals from Australia in accordance with applicable Australian law and the law in force in other countries to which the removee travels or transits, as applicable.
2. Accord the removee all due respect and undertake the person's repatriation in a dignified manner.
3. Provide clean, safe and comfortable lodgings with ablution facilities.
4. For each removee, provide wholesome, fresh and balanced meals taking into account dietary and religious requirements.
5. Ensure access to professional medical care as and when required.
6. Avoid self-harm to the removee.
7. As required, and agreed by DIMA, provide removees financial means to enable the person to arrive at his or her final destination.

And the Standards required of escorting officers:

1. Should be trained and competent in physical restraining devices which may be used in the event that the captain determines that restraint is necessary.
2. Under the direction of the captain ensure the aircraft's safety and welfare of the passengers and crew during the carriage of the removee.
3. Shall maintain control of the removee and ensure he/she reaches their final destination without incident.
4. Need to possess good interpersonal skills with a demonstrated ability to deal with people in all situations in a tactful and professional manner.
5. The escort, or if two escorts are used, one of the escort team, must be of the same sex as the person being escorted.
6. Conduct a pat search, at the request of a migration officer, in presence of another person, of the removee prior to embarkation.
7. Shall not consume any alcoholic beverages at any time during the escort exercise.
8. Should obtain removees personal belongings prior to his or her departure and return the belongings on arrival at the final destination.

1 DIMA, Response to QON, A5, 29 July 1999

9. Shall notify the responsible carrier of the details of the escort and follow the timing and other arrangements for the embarkation and disembarkation as determined by the carrier.
10. Shall not divulge personal information of the removee or any information about any applications the person may have made in Australia.

And general guidelines as:

1. Persons removed from Australia shall be removed to their final destination only on the express instructions of an officer of DIMA.
2. During the course of a removal, P&I, and its affiliate, shall comply with any immigration laws and regulations applying in the source country or countries transited en route to the removee's final destination.
3. P&I, and its affiliates, may liaise and or negotiate with any agency that may offer assistance in the removee's smooth transition to his or her final destination.
4. During the course of and at completion of a removal, P&I shall provide DIMA with interim reports of progress as well as written final reports on the removal exercise. This report should include information on the agencies or organisation with whom they have liaised/negotiated, documents and travel routing used, countries transited, difficulties experienced, what occurred on arrival at the final destination, including reception by airport officials, and any other incidents which occurred that had a bearing on the removal exercise.
5. Removees are not to be subject to chemical restraint by escort officers. If medical concerns exist, the removee is to be referred to a registered medical practitioner for examination.
6. DIMA is to be contacted should any unusual incident occur which may require variation to the agreed itinerary and repatriation arrangements.