# Communication Services
## Serco Immigration Services

# Immigration Detention Centre
# Communication Services
# Policy and Procedures

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# 1. POLICY

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

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

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

# 2. AIM

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

# 3. References

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

# 4. PROCEDURES

## 4.1 Access and Use of Telephones

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

### 4.1.1 Outgoing Calls

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

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

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

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

### 4.1.2 Incoming Calls

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

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

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

## 4.2 Faxes & Photocopying

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

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

## 4.3 Computers and Internet Access

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

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

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

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

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

The following web filter blocks will be put in place:

- Destructive:
  - Criminal Activity
  - Hacking

- Illegal Drugs
- Intolerance & Hate
- Phishing & Fraud
- Tasteless & Offensive
- Terrorism
- Violence
- Weapons
- Spam

- Sexual:
  - Adult
  - Intimate Apparel & Swimsuit
  - Porn
- Gaming:
  - Gambling
  - Game Playing
- Commerce:
  - Advertisements & Pop-ups
  - Auctions
- Communication & Technology:
  - Proxies
  - Peer (AOL-to-Peer)
  - Spyware
- Leisure:
  - Personals & Dating
- Knowledge:
  - Sex Education

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

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

## 4.4 Incoming and Outgoing Mail

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

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

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

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

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

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

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

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

## 4.5 Security of Mail Services

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

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

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

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

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