

Regional Processing Centre Guidelines

Service Provider - Code of Conduct - Employees

INTRODUCTION

Workplace culture is shaped by values, attitudes and behaviours of the people who work in it. Employers and employees have shared obligations for maintaining respectful, courteous and safe workplaces.

All employees must demonstrate the values of integrity, honesty and fairness in their decisions, actions and behaviour.

All employees need to be aware of and be sensitive to the needs of transferees. Many of our transferees have extremely complex, challenging and emotional situations. All employees must demonstrate professional behaviour when dealing with transferees. Employees should not hesitate to seek help from supervisors or security staff if a situation appears to be getting beyond their control.

This Code of Conduct applies to the Service Provider, its Personnel and any Subcontractors.

All employees should note that any breach of this Code of Conduct may result in termination of employment.

STANDARDS OF CONDUCT

(a) An Open and Accountable Organisation

In carrying out their duties, employees must:

- (i) behave professionally;
- (ii) behave honestly and with integrity;
- (iii) be open and accountable for their decisions, actions and omissions;
- (iv) disclose, and take all reasonable steps to avoid any conflict of interest (real or apparent) in connection with their duties;

- (v) create and maintain open and honest communications with other service providers, with a view to delivering a truly integrated service to transferees based on shared information, feedback and best practice;
- (vi) not make improper use of information, in order to gain, or seek to gain, a benefit or advantage for themselves, a transferee or any other person;
- (vii) not make improper use of their status, power or authority, in order to gain, or seek to gain, a benefit or advantage for themselves, a transferee or any other person;
- (viii) at all times behave in a way that maintains the values, integrity and good reputation of the Regional Processing Centre and its stakeholders;
- (ix) avoid any practice or activity which could be foreseen to bring the Regional Processing Centre or its stakeholders into disrepute; and
- (x) report any behaviour that breaches the Code of Conduct and all allegations and/or possible incidents of criminal activity, corruption, dishonesty, unlawful conduct and conflicts of interest.

(b) Fair and Reasonable Dealings with Transferees

In carrying out their duties, employees must:

- (i) act fairly and reasonably in all of their dealings;
- (ii) not provide false or misleading information in response to a request for information;
- (iii) respect privacy and confidentiality; and comply with obligations under any Confidentiality Deed and the Deed of Non-disclosure of Personal Information which they have signed;
- (iv) ensure transferees are not subject to discrimination on any ground, including race, colour, gender, sexual orientation, religion, political or other opinion, national social origin, status or disability; and
- (v) facilitate transferee access to internal and external complaint mechanisms, and process requests promptly and in a fair and equitable manner.

(c) Security

In carrying out its duties, employees must:

- (i) demonstrate awareness of sensitivity, interest in and public scrutiny of, the regional processing environment, and, with this in mind, conduct themselves in an appropriate manner at all times whether on or off duty;
- (ii) not bring weapons or dangerous goods into the centre;

- (iii) present themselves and their bags and vehicles for screening upon entering and exiting the centre;
- (iv) not bring drugs or illegal substances into the centre;
- (v) not take any photographs within the RPC within prior written approval from DIAC, this includes any part of the RPC forward the entry gate.
- (vi) ensure all visitors to the centre are signed in and screened (at the main entry gate);
- (vii) use the facilities contained in the centre, the Regional Processing Centre equipment and systems in a proper manner; and
- (viii) comply with any other conduct requirement that is prescribed by Regulations, Determinations and/or Directions.

(d) **Duty of Care and Case Management**

In carrying out their duties, employees must:

- (i) act with care and diligence;
- (ii) take actions and comply with procedures to maintain a safe working environment;
- (iii) not be under the influence of or display the after effects of drug or alcohol consumption;
- (iv) ensure the requirements for individual transferees and transferee groups are managed in accordance with specific needs for example health, age, and gender;
- (v) in respect of any children or unaccompanied minors in the centre, ensure they receive appropriate and individual care; and
- (vi) be alert for transferees who are or appear to be, traumatised and/or vulnerable to self-harm and/or to the actions of others, and to manage and report on these.

(e) **Supportive Culture**

In carrying out their duties, employees must:

- (i) support and promote a stable and harmonious environment, and seek to resolve situations and tensions peacefully;
- (ii) treat everyone with respect and courtesy, and without harassment of any kind;

- (iii) be supportive and helpful to transferees who wish to seek advice in relation to their immigration status;
- (iv) conduct all duties, particularly safety and security procedures, sensitively, enabling transferees to maintain their dignity, and with respect for their individual circumstances and backgrounds;
- (v) share information with other service providers as to the individual needs of transferees as these needs are identified;
- (vi) behave in a tolerant, respectful and culturally sensitive manner towards transferees and their visitors and avoid perceptions of discrimination and bias;
- (vii) show understanding, respect and sensitivity for religious beliefs of each transferee and their particular needs; and
- (viii) show respect for the property of transferees ensuring that it is not damaged and is treated with appropriate cultural sensitivity.

(f) Promoting a Healthy Environment

In carrying out their duties, employees must:

- (i) take actions and comply with procedures to maintain a healthy environment;
- (ii) behave in a manner that respects and promotes the physical and psychological well-being of transferees; and
- (iii) respect the natural environment in and surrounding the centre.

(g) Complaints About Conduct

- (i) The Department and the Service Provider are committed to fair, transparent and timely resolution of complaints from transferees regarding breaches of this Code of Conduct.
- (ii) Transferees must be informed of their rights and are able to comment on or complain without limitation or fear of punishment.
- (iii) All complaints to the Service Provider, its Personnel and Subcontractors, or the Department will be investigated and an initial response provided to the complainant within seven working days.
- (iv) As part of this process, all relevant information will be considered and interviews may be undertaken by the Service Provider with its Personnel or Subcontractors. All Service Provider Personnel and Subcontractors will cooperate fully with such interviews and any requests for information.

- (v) Following investigation, if necessary, the Service Provider may take corrective or disciplinary action against Service Provider Personnel or Subcontractors who have breached the Code of Conduct.

Signature:

Date:

Name:

This document is managed by the Offshore Services Delivery Section. Any feedback or questions relating to the contents of this document can be directed to rpc.service.delivery@immi.gov.au.