

Approved by: Mark Painting, DIAC Contract Administrator

Regional Processing Centre Guidelines

Service Provider – Staff Relationships with Transferees

INTRODUCTION

All employees must engage with transferees in a professional manner and act in accordance with the *RPC Personnel - Code of Conduct*. A focus on individual management and developing rapport is beneficial to transferee wellbeing and the good order of the centre.

All employees must understand that security within a Regional Processing Centre (RPC) depends on preventing the disclosure of any information relating to security systems, processes and procedures. In addition, it is vitally important that no intelligence information is disclosed to any transferee or member of the public.

Unless authorised by the service provider Team Leader no member of staff or employee will:

- Bring in or take out any property whatsoever for a transferee
- Allow others to bring in or take out any property whatsoever for a transferee unless authorised
- Deposit any property in a place where it comes into possession of any transferee unless authorised, and
- Provide any information to any unauthorised person in relation to security, intelligence matters, transferee, Centre activities, management or incidents.

No member of staff or employee is permitted to take part in any business or monetary transaction with, or on behalf of any transferee, their family or friends. Service Providers are able to facilitate access to a financial institution for the purpose of monetary transaction, but are not able to undertake any and all roles associated with financial transactions without the prior written authorisation from the Department.

No member of staff or employee will make any unauthorised communication to any person, including any representative of the media, concerning knowledge they have

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acquired in the course of their duties at the RPC.

In addition, no member of staff or employee may publish any material or make any public statement relating to the RPC without the authorisation of the service provider Team Leader.

SECURITY AND INTELLIGENCE

It must be clearly understood that all staff have a duty of care and must be committed to Security and Intelligence requirements for the RPC.

A member of staff who has any concerns about security must bring these matters to the attention of their service provider Team Leader.

Similarly, it is vitally important that when dealing with transferees, that any information gained, no matter how trivial, must be passed to their service provider Team Leader and the relevant expert service provider in a timely manner to ensure the appropriate services or support is put in place.

Relationship Boundaries between Transferee and Service Provider Staff

All service provider staff must maintain professionalism in all dealings with transferees and remain aware of the limits or boundaries of their relationships. Economic, personal or sexual relationships between service provider staff and a transferee are unacceptable. This applies to both current and former transferees.

It is the department's expectation that staff relationships with transferees are clearly defined to service provider staff through staff training and induction to their roles at the RPC.

This document is managed by the garrison service provider in consultation with other service providers.