

Regional Processing Centre Guidelines

Service Provider – Interaction with Transferees

INTRODUCTION

The Regional Processing Operating Philosophy is to make Regional Processing Centres (RPC) safe and healthy places for people to live and work.

Underpinning the policy is the recognition of the importance of social interactions to human health and that positive social interactions are key aspects of living well. Research shows that social support has a favourable impact on a wide range of illnesses, on healing and in managing stress.

A healthy social environment will assist transferees to exercise greater self-reliance.

All transferees will be treated by the service providers fairly, and with inherent dignity and respect.

Service provider staff and any decisions they make will be directed at supporting the good health and wellbeing of each transferee, as far as reasonable.

Maintaining an environment of productive social relationships will assist service provider staff to develop an understanding of the health and wellbeing of those in its care and will contribute to the security and atmosphere of the RPC. It will also enhance the working environment for service provider staff and other stakeholders.

Aim

To ensure that interactions between service provider staff and transferees is balanced between a culturally sensitive and positive approach and maintaining good order of the centre to develop a healthy environment for all.

Purpose

To provide a clear outline of the actions required to achieve the Aim and to identify the specific responsibilities of service provider staff to give effect to this purpose.

SCOPE

Standards for and Expectations of Staff

The service provider will ensure all staff read, sign, and understand the Code of Conduct before they commence duty at a RPC.

Senior service provider staff will ensure that all staff apply these standards during interactions with transferees in RPC's.

Service provider management will ensure all staff have completed initial training, incorporating cultural awareness and mental health awareness, before commencing duty and complete refresher training at the appropriate time(s).

Service provider staff must clearly identify themselves when communicating with transferees and other stakeholders. Service provider staff must also wear a name badge or other form of identification.

Promoting Positive Interactions

Interaction between service provider staff and transferees will commence at reception and induction. In order to maintain positive interactions, service provider staff should adhere to the following guidelines:

- Through leadership and role modelling, service provider staff will establish the ethical and moral climate of the RPC.
- Key service provider staff will convene a forum for consultation, awareness-raising and confidence-building, and to facilitate mutual understanding and trust.
- The welfare service provider will appoint a staff member as a religious liaison officer who will assist transferees with religious matters and coordinate all religious activities.
- Service provider staff will ensure that their interaction with transferees is sensitive to the circumstances and culture of each transferee.
- Service provider staff will ensure that where possible, information and documents provided to a transferee by service provider staff are in a language understood by the transferee.

Reception and Induction

The provision of general assistance and support to transferees commences at reception and induction.

After reception, key service provider staff will ensure an induction process is completed within two days.

The induction process will be used to explain to transferees how the RPC operates and to alleviate their concerns and stress.

The welfare service provider will allocate staff as Support and Care Workers (SCW) to each new transferee. The WSP is responsible for ensuring a transferee file is created for each new arrival refer to Transferee – Support and Care Workers guideline.

The Induction briefing will be delivered in a casual and non-confrontational manner. The setting will be relaxed and the delivery will not be rushed.

Key service provider staff will ensure that the induction briefing includes the following:

- A description of domestic routines, facilities and services that are available.
- The rights and responsibilities of transferees, including the facility rules.
- The roles and responsibilities of service provider staff.
- How to communicate with service provider staff, including access to translators and interpreters.

Approved by: Mark Painting, DIAC Contract Administrator

- How to request information from the service provider.
- How to access visa application forms and statutory declarations.
- How to access legal advice or contact diplomatic or consular representatives.
- How to submit requests and complaints and provide effective feedback.
- Access to Non-Government Organisations.
- Information on transferee committees and how to be involved.
- Photographs of key service provider staff.
- Details about illegal, excluded and controlled items.
- Details about services and amenities such as self-catering, health services and the individual allowance program.
- Other relevant information as determined by key service provider staff.

After the induction briefing, key service provider staff must:

- Provide an induction booklet for each transferee in a language they understand.
- Ensure that each transferee has received, understood, and signed a copy of the transferee rights and responsibilities.
- Ensure that each transferee has received, understood, and signed a copy of the induction confirmation form.

The staff member who delivers the induction process will ensure that transferees are informed of emergency procedures during the induction process and that regular emergency drills will be conducted to maintain their familiarity with these procedures.

The service providers will also ensure that emergency procedures for the RPC are posted in accommodation areas and are visible around the RPC.

Post-Reception and Induction

A service provider staff member will be assigned to conduct a check of the processes within one working week of the completion of induction the check the following:

- There are no issues regarding access to family or friends.
- There are no issues regarding access to embassies or consulates.
- The transferee has a copy of the handbook in a language familiar to them.
- The transferee understands the emergency procedures
- That all health checks have occurred and that there are no outstanding health related matters.
- There are no issues relating to the property or personal effects.
- There is a clear understanding of the rights of the transferee.
- The rules and running of the RPC are known.
- There is a clear knowledge of how to contact service provider staff and how to make a complaint.
- The transferee has been issued an identification card.
- The security risk assessment has been conducted.
- There are no outstanding issues.
- All relevant information has been recorded in the transferee record.

Service providers will have a checklist in place to ensure that the reception and induction processes have been effectively conducted.

Service providers will ensure that a separate checklist is actioned for each transferee.

General Assistance and Support

- The welfare service provider will appoint a dedicated programs and activities manager on site.
- The appointed programs and activities manager will develop and implement, in consultation with transferees, a daily activity program focused on maintaining their health and wellbeing.
- Service providers will ensure that all staff are proactive in identifying the support and assistance needs of transferees and responding to these.
- Service providers will regularly review the language needs of transferees and notify management accordingly.
- Staff will identify requirements for translation services to assist transferees and have these services authorised by relevant service provider staff.
- Staff should aim to identify assistance required from external agencies and specialists to support transferees and have this assistance authorised by relevant service provider staff.
- Service provider staff will not offer advice to transferees on any refugee, visa or immigration matter.
- Service provider staff will provide general support and interaction with transferees within the RPC on a daily basis.
- Service provider staff will make note of any important information which may inform a transferees' individual management plan.

Importance of Regular Contact

- The welfare service provider will conduct a morning 'walk through' of the RPC to maintain visibility, be approachable to transferees, and to monitor the RPC environment.
- Service provider staff will view every interaction with transferees as a relationship building opportunity.
- Staff will engage with each transferee daily to monitor their wellbeing.

Coordinating Access to Services

- All welfare service provider staff will ensure that each transferee has access to services as required by their transferee record.
- All service provider staff will recommend changes to transferee records to match changing needs of transferees.
- All welfare service provider staff will ensure that a fair booking system is in place for transferees to use services and facilities without competing for them or having disputes.
- All service provider staff will, through consultative committee meetings and the complaints system, monitor satisfaction with access to services and facilities by transferees.
- All service provider staff will ensure services and facilities are functional, serviceable and clean to encourage their use by transferees.

Preventing and Managing Issues

The key to the proactive management of transferees is awareness; awareness of the circumstances of an individual transferee; awareness of nuances of behaviour of that person; and awareness of the environment.

The following actions will be taken to assist in the prevention of issues or problems occurring at the RPC:

Approved by: Mark Painting, DIAC Contract Administrator

- Staff from all service providers will engage with transferees and other stakeholders to detect possible incidents before they occur.
- Staff from all service providers will ensure facility rules are always adhered to by transferees.
- Staff from all service providers will develop contacts and establish rapport with community individuals and groups able to support transferees.
- Staff from all service providers will ensure a safe and secure environment for transferees by conducting screening and searching in accordance with screening and searching procedures.
- As part of the reception process, garrison service provider staff will conduct a transferee security risk assessment for each transferee.
- All service provider staff will refer transferees for medical attention where that attention is sought or is suspected by service provider staff to be required.
- Service providers will ensure staff have completed initial mental health awareness training and refresher training every 2 years and that training records are updated appropriately.
- Staff from all service providers will implement a behaviour management system to defuse tensions and conflicts before they become serious or violent.

Documentation and Reporting of Important Matters

Service provider staff will document and report matters they consider important to the welfare of transferees via the following:

- Garrison service provider staff will record all transferee security risk assessments using the relevant nominated electronic records system.
- All service provider staff will have a thorough understanding of the circumstances and welfare of each transferee and will be alert to matters which may impact on these.
- Staff from all service providers will immediately report to the regional management any concerns about a transferee's safety, wellbeing and security.
- Staff from all service providers must be fully acquainted with the record keeping and management reporting requirements and capable of meeting these requirements.

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