

Regional Processing Centre Guidelines

Transferee Communication Access Telephones & Fax

INTRODUCTION

All transferees in the Regional Processing Centre (RPC) will have access to phone, fax, computer, mail and photocopying facilities subject to availability. Transferees will not be permitted to retain their mobile phones.

PROCEDURES

- It must be understood by all staff and transferees that there is a statutory right to access of legal advisors by telephone.
- Transferees will be allowed to send and receive as many mail items as they wish, at their own expense.
- In addition transferees may use payphones at their own expense.

USE OF SERVICE PROVIDER TELEPHONES

- In exceptional circumstances, transferees may be allowed to use the service provider telephones as described in the paragraphs below.
- All such calls must be authorised by the Team Leader.
- The transferee will inform the service provider Support and Care Worker (SCW) the details of why the request is being made. The SCW will ensure a request form is submitted, countersigned by him/her and then forwarded to the Team Leader for authorisation.
- A member of staff shall dial the number concerned, and shall remain in control of the telephone until it is answered. He/she shall then ensure that the person answering is the person disclosed by the transferee.
- The member of staff shall remain in the room at all times during the call. This includes calls to legal advisers.

INCOMING CALLS

1. Incoming calls shall be passed to transferees.
2. Telephone messages will be passed onto transferees if they are not available at the time of the call.

USE OF TELEPHONES

- Transferees may be allowed to have in-possession personal mobile phones which comply with Departmental requirements. These are subject to security clearance. Mobile phone top-up vouchers will be available for purchase via the ordering system.
- Transferees will be able to buy phone cards using their IAP points at the canteen which allow use of the pay phones provided in accordance with the relevant time per call restrictions. Calls can be paid for by phone card.
- Depending on availability of pay phones in the RPC, the service provider may implement a roster or time restrictions to ensure equitable access.
- Telephone calls are subject to the same restrictions on content as those applying to letters, emails and internet use. Broadly speaking these are that they may not contain:
 - Abscondment plans or material which would jeopardise the security of the RPC
 - Plans or material which would encourage the commission of any disciplinary or criminal offence (including the concoction or suppression of evidence)
 - Material which could jeopardise national security (either Australia or the Regional Processing country)
 - Descriptions of the making of any weapon, explosive, poison or other destructive device
 - Obscure or coded messages
 - Threats of violence or threats to property
 - Blackmail or extortion
 - Indecent or obscene material
 - Information which would create a clear threat or present a danger of violence to any person
 - Material for publication or broadcast by radio or television, if it is for publication in return for payment, about the transferees own situation or those of others, refers to other transferees or members of staff in a way that they might be identified or is in contravention of any other restriction in content
- The Service Provider may disallow telephone calls to any person or organisation if there is reason to believe that they are planning or engaged in activities which present a serious threat to the security or good order of the RPC.
- Calls to the Emergency Services will be electronically barred, as are incoming calls, and calls to information and chat line services.

USE OF FAX MACHINES

- Transferees may have reasonable access to fax machines for the purpose of appeals, legal access, communication with their respective Immigration Services etc,
- All faxes received at the RPC for transferees will be logged by the Garrison service provider (GSP) and delivered to the transferee.
- All faxes for transferees must be registered in a Fax Record Log.
- Service provider staff must notify the Department if a transferee receives any correspondence from the UNHCR, the Department or registered refugee assistance provider.
- All fax costs must be passed directly to the transferee except when a transferee does not have the means to pay postage, in which case the Department must be consulted.

- Any faxes received for transferees after they have left the RPC will be passed to the Department.

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