

Visitor Conditions of Entry

Serco recognises the importance of visitors for people in immigration detention; such contact is integral to their continued wellbeing during what is a very uncertain time. We welcome visitors to all immigration detention facilities.

Please refer to the Facility Information leaflet for visiting hours and contact information.

Legal representatives are permitted to visit people in immigration detention between the hours of 9am and 5:30pm daily. Visits outside of these hours must be requested in writing and are subject to approval by Serco and the Department of Immigration & Border Protection.

To help us uphold the safety and security of the facilities, and the welfare of all people within them, we ask that you read and sign the following Visitor Conditions of Entry.

VISITOR CONDITIONS OF ENTRY

By signing this form, you agree that you:

1. Will ensure a completed Visitors Application Form is received by the facility management for approval no later than 24 hours prior to your requested visit date. If multiple visits are anticipated, a daily schedule of visits may be submitted one week in advance
2. Will provide:
 - one item of identification with a photograph such as a driver licence, a valid passport or a professional or student identification;
 - if the photo identification does not include an address, an additional piece of identification must be provided containing address details such as a council rates bill, telephone bill or utility bill.
3. Will, if visiting detainee in any professional capacity (e.g. if you are a lawyer or other professional), provide proof of employment, and proof of your professional engagement with the detainee's case prior to all visits.
4. Will wear the visitor identification provided at all times during your visit
5. Will undergo security screening required to enter the particular facility. This is similar to equipment used at airports and could include hand-held scanners, walk-through screening, substance detection and x-ray devices.
6. Will consent to an inspection of your belongings
7. Will not be under the influence of alcohol or drugs
8. Respect the right of a person in immigration detention not to consent to a visit from you
9. Will observe the facility rules and follow any reasonable directions given by Serco or Department of Immigration and Border Protection staff

10. Will remain in the Visits Area unless you are permitted access to other areas of the facility by Serco staff or a Department of Immigration and Border Protection representative
11. Are aware that should you be refused entry to a facility by Serco staff or a Department of Immigration and Border Protection representative, that you are entitled to be told the reason for refusal
12. Will use the appropriate processes to lodge a complaint or give feedback. Posters and notices are displayed in the Visits Area with details on how to report or discuss any concerns you may have. Any Serco staff member will be happy to answer questions you have regarding the procedures
13. Are aware that unless you are a registered Migration Agent, the *Migration Act 1958* places limitations on the assistance and advice that you can provide to people in immigration detention in relation to their Department of Immigration and Border Protection case; i.e. preparing visa applications
14. Will not attempt to bring prohibited or illegal items into the facility, and acknowledge that some items are controlled and therefore may not be permitted into the facility (such as raw meat, for example)
15. Acknowledge that any personal items taken into the facility
 - a. are your responsibility
 - b. must be accounted for as you leave the facility
16. Are aware that any articles or items intended for a detainee needs to be shown and handed in at the Visitors Reception Area for security screening. You understand and agree that only items which have been cleared by security will be given to the detainee by Serco staff after the visit
17. Are aware that any prohibited items will be stored in a secure Serco locker for the duration of your visit and returned to you when you are leaving the facility
18. Are aware that any illegal items found on your person or in any of your possessions, will not be returned to you but will be given to the Police
19. Acknowledge that personal information provided to Serco will be retained for the Commonwealth and may be used to improve the care of people in immigration detention or to investigate incidents in which you may be involved. You understand that all information will be treated confidentially and will only be used or disclosed in accordance with the provisions of the *Migration Act 1958* and *Privacy Act 1988*
20. Comply with the relevant State and Territory laws
21. Will not advertise or sell any commercial product or service while in the Visits Area
22. Understand that CCTV monitoring may be in continuous operation throughout the facility and that recordings may be provided, if necessary, to the Department of Immigration and Border Protection or authorised external agencies in accordance with Australian law
23. Will refer any concerns you have about a detainee or any Health, Safety & Environment risk to Serco staff

- 24. Will not encourage the person you are visiting to engage in behaviour that is inappropriate, or to the detriment of the safety and good order of the facility
- 25. Will respect that the Visits Area is a public place, and behave in a manner which will not upset or disturb other people in immigration detention or their visitors. You understand that any accompanying children are your responsibility and must be supervised by you at all times in all sections of the Visits Area, including any crèche or play area facilities
- 26. Respect the rights of people in immigration detention to maintain their own political, cultural, religious and spiritual affiliations
- 27. Respect the privacy and dignity of all people in the facility
- 28. Treat all people within the facility with respect and courtesy
- 29. Acknowledge that only appropriate physical contact between people in immigration detention and visitors is acceptable and that such contact is restricted to a greeting and farewell hug and/or kiss.

IF YOU ARE A CONTRACTOR WORKING WITHIN THE FACILITY, IT IS IMPORTANT THAT YOU:

- 1. Are escorted and supervised by an authorised Serco staff member at all times
- 2. Only bring in tools and equipment that are required for the specific job being undertaken
- 3. Acknowledge that all tools will be logged into the tool register, together with a full description of each tool*
- 4. Acknowledge that tools must not be left unattended or unsecured
- 5. Acknowledge that on exit, all tools must be logged out and signed for by the contractor and an authorised Serco staff member*
- 6. Agree that when maintenance work is to be carried out over an extended period, all tools and equipment needs to be secured in a lockable cabinet*.

* IDC specific

VISITOR AGREEMENT

I have read and agree to comply with the Visitor Conditions of Entry. I understand that failure to comply with the above conditions may result in refusal of entry to, or removal from, the immigration detention facility.

Name:

Signature:

Date:

Facility:

Type of Visit (ie, Legal, or other Professional or, Personal).....