

## ITA - Visitor Conditions of Entry

Serco recognises the importance of visitors for people in immigration detention and welcomes all visitors to Immigration Transit Accommodation (ITA).

Daily visiting hours at each ITA are as follows:

Melbourne	10:00 -14:00 and 18:00 – 20:00
Brisbane	10:00 -14:00 and 18:00 – 20:00

Visits outside of these hours must be requested in writing and are subject to approval by the ITA Team Leader and the Department of Immigration and Citizenship.

To help us uphold the safety and security of Immigration Transit Accommodation, and the welfare of all people within them, we ask that you read and agree with the following Visitor Terms and Conditions.

### **VISITOR CONDITIONS OF ENTRY**

When you are visiting a person in immigration detention, it is important that you agree to the Visitor Conditions of Entry outlined below:

1. A Visitors Application form must be completed upon arrival. If multiple visits are anticipated, a daily schedule of visits may be submitted one week in advance
2. Visitors are to provide two forms of identification; one of which must be photographic (e.g. Passport or Driver's License) and another which proves your address details (e.g. utilities bill).
3. If you are visiting a person in detention in any professional capacity (i.e. if you are a lawyer), you must also provide proof of employment on your first visit to the ITA site
4. Visitors must wear the visitor identification provided by Serco at all times during a visit
5. Are not under the influence of alcohol or drugs
6. Respect the right of a person in detention not to consent to a visit from you
7. Observe the ITA site rules and follow any reasonable directions given by authorised Serco or Department of Immigration and Citizenship staff
8. Remain in the agreed visiting area unless you are permitted access to other areas of the ITA site by authorised Serco staff or a Department of Immigration and Citizenship representative
9. Are aware that should you be refused entry to an ITA by authorised Serco staff or a Department of Immigration and Citizenship representative, that you are entitled to be told the reason for refusal
10. Use the appropriate processes to lodge a complaint or give feedback. Posters and notices will be displayed in the reception area with details on how to report or discuss any concerns you may have. A Serco staff member will be happy to answer questions you have regarding the procedures

11. 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 relation to their Department of Immigration and Citizenship case; i.e. preparing visa applications
12. Prohibited or illegal items cannot be brought into the ITA site. Any personal items taken into the site are your responsibility
13. Are aware that any items intended for a person in detention need to be shown and handed in at the reception area for security screening. Only items which have been cleared by security, will be given to the person in detention by Serco staff after the visit
14. 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 ITA
15. Are aware that any illegal items to be found on you personally or in any of your bags or in the secure Serco locker, will not be returned to you but will be given to the Police
16. Acknowledge that personal information provided to Serco will be retained for the Commonwealth and may be used to improve the care of people in detention or to investigate incidents in which you may be involved. 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*
17. Comply with the relevant State and Territory laws
18. Not advertise or sell any commercial product or service while in the ITA site
19. Understand that CCTV monitoring is in continuous operation throughout the ITA site and that recordings may be provided, if necessary, to the Department of Immigration and Citizenship or authorised external agencies in accordance with Australian law
20. Refer any concerns you have about a person in detention or any Occupational Health and Safety risk to authorised Serco staff
21. 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 site
22. Respect that the ITA site is a public place, and behave in a manner which will not upset or disturb other people in detention or their visitors. Any accompanying children are your responsibility and must be supervised by you at all times in all areas of the site, including any crèche or play area facilities
23. Respect the rights of people in detention to maintain their own political, cultural, religious and spiritual affiliations
24. Respect the privacy and dignity of all people in the ITA site
25. Treat all people within the site with respect and courtesy
26. Acknowledge that only appropriate physical contact between people in detention and visitors is acceptable
27. All reasonable instructions of Serco staff members are to be complied with
28. If a Serco staff member requests a visitor to leave the ITA, this must be complied with

- 29. In the event of an emergency all instructions are to be complied with
- 30. Failure to comply with these Conditions of Entry can result in refusal of entry or removal from the ITA

**If you are a contractor working within the ITA site, it is important that you:**

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

Serco would like to thank you for cooperating with these terms and conditions.

**VISITOR AGREEMENT**

I have read and agree to comply with the Serco Visitor Conditions of Entry.

Name: .....

Signature: .....

Date: .....

ITA Site: .....

**Facility Contact Details:**

<b>Melbourne ITA</b> Maygar Barracks, 150 Camp Road, Broadmeadows, Victoria, 3047 Ph: 03 9280 6100 Fax: 03 9357 3451	<b>Brisbane ITA</b> 100 Sugarmill Road, Pinkenba, QLD 4008 Ph: 07 3637 9100 Fax: 07 3637 9128
--	---