



Australian Government

**Department of Immigration
and Citizenship**

Manus Island

A Living and Working Guide



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The information contained within this guide is accurate at time of print, however environment, details, situations and procedures may have changed at time of reading. If in doubt regarding any of the information within this guide please contact IMA Workforce Management team at IMA.Recruitment@immi.gov.au for clarification.

If you require additional hardcopies of this guide please contact IMA Workforce Management team at IMA.Recruitment@immi.gov.au

Contents

Foreword.....	5
Part 1: About Manus Island.....	6
Location and geography.....	6
History.....	6
Climate.....	7
Time difference.....	7
Language.....	7
Government and administration	7
Services – Power, Food and Water.....	8
Shopping.....	8
Telephones	8
Internet.....	9
Transport	9
Security.....	9
Banking.....	9
Leisure and entertainment.....	10
Cultural sensitivity.....	10
Tropical diseases.....	10
Mosquitoes and other pests	12
Part 2: Travel and Accommodation	13
Travelling to and from Manus Island	13
Flights	14
Visas	14
Passport.....	14
Health and well-being	14
Luggage limits	15
Accommodation.....	15
Uniform and clothing requirements	16
Items to take	16
Part 3: The working environment.....	18
Service Providers	19
Public Holidays	20
Alcohol consumption	20
Harassment, bullying and discrimination.....	20
Use of social media	21
Consequences of inappropriate behaviour.....	21
Psychological well-being	22
Employee Assistance Program (EAP).....	22
EAP Direct	22
Work Health and Safety.....	23
Incident Notification	23
Comcare ‘notifiable incidents’.....	24
How to report incidents.....	24
Performance Management.....	25
Cessation of variable working hours including part-time hours.....	25
Timesheets	25

Allowances	25
Code of conduct	25

Foreword

Living and working on Manus Island can be a very rewarding part of your career. The work you will be undertaking is integral to the achievement of the Department of Immigration and Citizenship goals. As a guest of the Papua New Guinean Government and a representative of the department, we ask that you show respect to the local residents and their environment, and that you contribute positively and flexibly as a team member.

The purpose of this guide is to help you understand more about Manus Island and to make a smooth transition to your new role. It draws upon the knowledge and experience of people who have worked there, as well as information provided by the island for visitors.

Manus Island is geographically remote from the Australian mainland and is close to the Equator - its climate may be different for some people. The work you will undertake will be challenging and it may present particular pressures. The health and wellbeing of employees is of paramount importance and there are procedures in place to monitor and protect your safety and wellbeing on Manus Island. At the same time, you have a responsibility to look after your own health and safety and that of others.

Once again, thank you for assisting the department at this time.

Part 1: About Manus Island

Location and geography

Manus Island is part of Manus Province in northern Papua New Guinea and is the largest island of the Admiralty Islands situated within the Bismarck Archipelago off the northeast coast of New Guinea. It is the fifth largest island in Papua New Guinea with an area of 2,100 km². According to the 2000 census, Manus Island had a population of approximately 43,000, while Manus Province has a total population of approximately 50,300. Momote Airport, the terminal for Manus Province, is located on nearby Los Negros Island. A bridge connects Los Negros to Manus Island and the province capital of Lorengau.

Manus Island is covered in rugged jungles, which can be broadly described as lowland tropical rain forest. The highest point on Manus Island is Mt. Dremsel 718 metres (2,356 feet) above sea level at the centre of the south coast. Manus is volcanic in origin and probably broke through the ocean's surface in the late Miocene, 8–10 million years ago. The substrate of the island is either directly volcanic or from uplifted coral limestone.

Manus Island is home to the Emerald green snail, whose shells are harvested to be sold as jewellery. Partly as a result of this, they are now endangered – the snail and the shell are both protected.

Manus Island at a glance	
Size	2 100 km ²
Population	Approximately 43 000 (2000)
Weather	Tropical: daily temperatures around 30° Humidity: ranges from 65%-95%
Currency	Kina
Time	Same as Australian Eastern Standard Time (AEST) Add 1 hour during Australian Eastern Daylight Time (AEDT)
Language	Pidgin: Drehet (or Ndrehet) is the local language

History

In World War II Manus was the site of an observation post manned by No. 4 Section, 'B' Platoon, 1st Independent Company, Australian Imperial Force, who also provided medical treatment to the inhabitants. Manus was first bombed by the Japanese on 25 January 1942, the radio mast being the main target. On 8 April 1942 an Imperial Japanese force consisting of the light cruiser Tatsuta, destroyer Mutsuki and a troop transport ship Mishima Maru entered Lorengau harbour, and several hundreds of Japanese soldiers of the 8th Special Base Force, swarmed ashore onto Australia's mandated responsibility. With little and limited resources the Australian 4th section withdrew to the jungle.

Later in 1942, Japan established a military base on Manus. This was attacked by United States forces in the Admiralty Islands campaign of February–March 1944. An Allied naval base was established at Seeadler Harbour on the island and it later supported the British Pacific Fleet.

In 1950–51 the Australian government conducted the last trials against Japanese war criminals on the island.

A detention centre was built on Manus Island in 2001 as part of Australia's Pacific Solution.

Climate

The climate is tropical, with average daily temperatures around 30 degrees Celsius. The wettest months are June, July and August, when you can almost guarantee rain by 2.00 p.m. each afternoon.

The wet season in Papua New Guinea is from November to May. During the wet season flooding and landslides have resulted in deaths. Roads can become impassable. Check with local sources on the condition of roads and the likely impact of rain before travel.

The tropical cyclone season in Papua New Guinea normally runs from November to May.

Time difference

Papua New Guinea Time (PGT) is identical to Australian Eastern Standard Time (AEST). However, as there is no daylight savings in PNG, there is an hour time difference from Australian Eastern Daylight Time (AEDT).

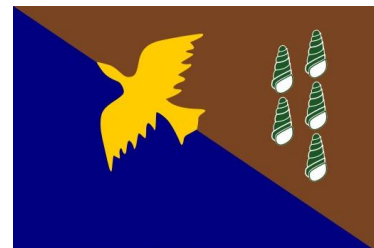
Language

Pidgin is the primary language spoken on Manus Island however Drehet (or Ndrehet), is the local language. It is part of the Oceanic language group, which includes languages spoken by populations in Polynesia, Melanesia and Micronesia. While English is the official language of Papua New Guinea, Pidgin is the most widely spoken and many people speak limited English (especially outside Port Moresby).

Government and administration

Manus Island forms a part of Manus Province in Northern Papua New Guinea, along with the 17 other islands that make up the Admiralty Islands.

Papua New Guinea is a constitutional monarchy. The Head of State is HM Queen Elizabeth II, represented in Papua New Guinea by a Governor-General. The Governor-General is elected directly by Members of the National Parliament and performs mainly ceremonial functions.



Papua New Guinea has three levels of government - national, provincial and local. The National Parliament is a 109-member unicameral legislature elected for five-year terms by universal suffrage. The Prime Minister is appointed and dismissed by the Governor-General on the proposal of Parliament. The Cabinet – known as the National Executive Council or NSC – is appointed by the Governor-General on the recommendation of the Prime Minister.

Members of Parliament are elected from the provinces, the Autonomous Region of Bougainville and the National Capital District. Parliament is made up of 89 single-member electorates and 20 regional electorates. The regional electorates correspond with Papua

New Guinea's provinces and the National Capital District – members from these electorates also serve as the provincial Governors. Each province is responsible for its own provincial assembly and administration.

The Supreme Court, National Court, and local and village courts form the independent justice system.

Services – Power, Food and Water

Electricity power plugs and voltage are the same as Australia and there are power points in the rooms. The centre runs on a combination of mains electricity and generators which kick in if the mains electricity goes down.

Local water supplies can be interrupted or polluted. You should take precautions to ensure you have access to safe water.

Water at the RPC is produced through a reverse osmosis desalination process and is safe to drink. Staff should only drink bottled water when outside the centre.

There are no individual cooking facilities in the accommodation but staff are provided with three meals a day which are served in the staff mess at the following times:

- Breakfast: 6:00 – 8:00am
- Lunch: 12:00 – 2:00pm
- Dinner: 6:00 – 8:00pm

All meals are halal and dietary restrictions are accommodated.

All staff are required to wash their hands before each meal.

Bottled water is available in the fridge in the staff mess. It is easy to become dehydrated in the tropical climate here – it is essential that you drink plenty of water throughout the day.

Tea and coffee is also available in the staff mess.

There is a full-sized refrigerator in the DIAC office as well as a pod coffee maker and kettle.

Shopping

In Lorengau there are several small convenience stores/supermarkets; the largest is 'Papindo' which also has a wholesale store. There is a hardware store, several small shops that stock mobile phones and SIM cards, a chemist and a post office. Shops are only open until 1:00pm on weekends. The chemist has a good supply of toiletries, otherwise there is a very limited range of products available – staff should bring all that they need with them. The market in Lorengau usually operates during the day, Monday – Saturday. The market sells mostly betel nut (banned at the RPC), fish, limited local fruit and vegetables, knick knacks and limited handicrafts. Items are generally more expensive than in Australia.

Telephones

If international roaming is activated, Australian mobile phones on the Optus, Telstra and Vodafone networks work in Papua New Guinea (and Manus Island). International roaming

charges may apply. A SIM card for the local 2G network (Digicel) can be purchased on Manus Island however microSIM cards are not available. If required, it is easier and cheaper to purchase Digicel SIM or microSIM cards at the airport in Port Moresby. DIAC staff are provided with a Digicel mobile phone. There are VOIP phones in the office which have Australian phone numbers.

Internet

DIAC has a satellite set up at the Regional Processing Centre which provides internet access. Staff can access the internet for both private and personal use however personal use is limited to low data usage websites.

Transport

G4S is responsible for the centre fleet. DIAC staff can book vehicles for both work and personal use. For safety reasons, staff must not leave the naval base alone and are not permitted to be out after sunset (19:00).

G4S provide a bus service to Lorengau for staff three times per week and a bus to local beaches on the weekends.

Staff with Australian driver's licences can drive in Papua New Guinea on their Australian licences for a period of up to three months from their last entry. Staff must be particularly careful when driving. Vehicles share the roads with pedestrians and animals. It is not uncommon for children or animals to run out onto the road, or for local people to be sitting on the roads. The speed limit is 60km/h and 50km/h through villages however this is usually too fast for the road conditions.

Security

Staff should exercise a high degree of caution in Papua New Guinea because of the high levels of serious crime. Crime rates are high, particularly in the capital Port Moresby and in Lae, Mt Hagen and other parts of the Highland provinces.

You should not leave the Port Moresby Jackson Airport for any reason without first contacting DIAC on Manus Island (other than to go to your hotel if staying overnight). It is not safe to walk around Port Moresby, or to catch a taxi. If you are staying overnight in Port Moresby, you should only get the official hotel transfer shuttle to the hotel and you should not leave the hotel grounds other than to get your transfer back to the airport for your flight to Manus Island.

While Manus Island is generally a much safer place than Port Moresby, staff must always be with at least one other person when going outside the base and staff are not permitted off the naval base at night.

Banking

Currency information:

1 AUD equals approximately 2.2 PNG Kina.

Kina (PGK; symbol K) = 100 toea. Notes are in denominations of K100, 50, 20, 10, 5 and 2. Coins are in denominations of K1, and 50, 20, 10, 5, 2 and 1 toea.

There is a bank of the South Pacific Branch in Lorengau. ATMs located at the bank are open 24 hours a day but frequently run out of money or have systems outages and withdrawal fees are expensive. Bank hours are 0900 – 1500hrs Monday – Friday. Australian dollars can be converted into PNG kina at the bank during business hours.

Leisure and entertainment

While Manus is a beautiful island, there are limited recreational activities. The island contains remains from the Second World War and it can be interesting to explore those sites. Manus is also famous for its scuba diving however there are no diving facilities on the island. There is a wharf on the base and within walking distance from the centre where staff can fish.

There are several other beaches within a 45 minute drive from the centre which are suitable for swimming and snorkelling. Pollution, crocodiles and sharks can be an issue in some areas and you should only swim at recommended sites. As activities are limited, you may wish to bring games and movies/DVDs.

Cultural sensitivity

There are conservative standards of dress and behaviour in Papua New Guinea. You must ensure you respect local standards of dress and you should not wear revealing or inappropriate clothing.

In PNG homosexual acts are illegal and punishable by imprisonment; as such overt displays of affection by persons of the same sex should be avoided.

Permission must be sought prior to taking photos of individuals or cultural sites (i.e. Spirit houses).

Tropical diseases

Dengue fever

Dengue fever is the most common cause of fever in travellers returning from the Caribbean, Central America, and South Central Asia. This disease is spread through the bites of infected mosquitoes and cannot be spread person to person.

Severe dengue can be fatal, but with good treatment, less than 1% of patients die from it.

Symptoms of dengue include:

- fever
- headache
- pain behind the eyes
- joint and muscle pain
- rash
- nausea/vomiting

- mild bleeding, such as nose or gum bleeding, or easy bruising

People who have had dengue before may get severe dengue if they are infected again. Anyone with dengue who experiences the following warning signs should go to a doctor or emergency room immediately:

- severe abdominal pain or persistent vomiting
- red spots or patches on the skin
- bleeding from nose or gums
- vomiting blood
- black, tarry stools
- drowsiness or irritability
- pale, cold, or clammy skin
- difficulty breathing

Travellers can reduce their risk of dengue infection by protecting themselves from mosquito bites:

- Stay in accommodation that is well screened or air conditioned.
- Use insect repellent on uncovered skin. Look for a repellent that contains either DEET, picaridin (KBR 3023), Oil of Lemon Eucalyptus/PMD, or IR3535. Always follow the instructions on the label when you use the repellent. If sunscreen is needed, apply before applying insect repellent. For more information on the use of insect repellents, see the information on the Mosquito and Tick Protection webpage.
- Wear loose, long-sleeved shirts and long pants when outdoors. For more protection, clothing may be sprayed with a repellent containing permethrin (do not use permethrin on skin.)

If you return from a trip abroad and get sick with a fever, seek medical care right away. Tell the doctor about your recent travel.

Clinician Information

Early and proper diagnosis of dengue is important, as many other diseases may mimic dengue. Health care providers should consider dengue, malaria, chikungunya, and leptospirosis, depending on the itinerary and exposure, in the differential diagnosis of patients who have fever and a history of travel to tropical areas during the two weeks before symptom onset.

See the Clinical & Laboratory Guidance on the CDC dengue website for information about reporting dengue cases and guidance regarding dengue diagnostic testing. A serum sample should be obtained as early after the onset of fever as possible for dengue diagnostic testing. Molecular testing for DENV and immunodiagnostic testing for IgM anti-DENV should be ordered and can be obtained from commercial reference laboratories and a number of state

or territorial health department laboratories. Consultation regarding management of suspect dengue cases or diagnostic testing can be obtained from:

CDC Dengue Branch

Division of Vector-Borne Diseases
National Center for Emerging and Zoonotic Infectious Diseases
1324 Calle Cañada
San Juan, Puerto Rico 00920-3860
Telephone: 787-706-2399; fax, 787-706-2496

Mosquitoes and other pests

Mosquitoes are carriers of Dengue virus and Malaria. Use repellent, nets, mosquito zappers and/or coils to control them. Vitamin B Forte tablets maybe helpful for chronic sufferers as mosquitoes are thought to dislike the smell of the skin after Vitamin B Forte is taken. Repellents in aerosol form must be placed in your check-in luggage however repellent is also available in stick or cream form. The most effective repellents contain DEET or Picaridin.

The centre has a vector control regime that helps to keep the mosquito population in the centre low. This includes 'fogging' every two days.

Part 2: Travel and Accommodation

Travelling to and from Manus Island

There are no direct flights between Australia and Manus Island. All employees flying to Manus Island must travel via Port Moresby. You will then transfer to an Air Niugini domestic flight which will take you to Momote Airport on Los Negros Island from which it is about a 20 minute drive to the centre. Staff will usually be picked up from Manus Island (Momote) Airport by G4S staff. Delays and cancellations are common. Be prepared for long waits at the airport. There is a small canteen in the domestic departure lounge. It is recommended that staff exchange some Australian dollars into PNG kina at the international terminal before going to the domestic terminal so that they can purchase snacks and drinks from the canteen.

If the flight from Port Moresby to Manus is cancelled, contact DIAC staff at the centre. Air Niugini will arrange travel on an alternate flight that day or provide overnight accommodation in Port Moresby. Staff will need to follow Air Niugini direction – this usually involves leaving the departure lounge and obtaining a voucher for a hotel from the service desk, opposite the check-in area. If you stayed in Port Moresby the night before, you will need to show them your hotel receipt. Ask them to book you a room in the same hotel. You should only stay in the Grand Papua, Gateway or Airways. Staff should politely, but firmly, insist that Air Niugini provide accommodation in one of these hotels (of these three, they will usually only book passengers into the Grand Papua). If the airline refuses, staff should contact the team leader at Manus Island RPC for advice. Staff should only catch the official hotel shuttle to their accommodation and should not, under any circumstances, get a taxi.

Passengers from Port Moresby to Manus Island may find that business class bookings are not honoured and that they are down-graded to economy – you should ask for official notification of the down-grade.

Passengers flying from Manus Island to Port Moresby may be advised by the airline that, despite holding a confirmed booking, they do not have a seat on the flight – and then be requested to pay an additional sum of money to secure a seat. This is a bribe which is both illegal under Australian law and in contravention of the APS Code of Conduct. If the airline refuses to issue a boarding pass without staff paying the additional fee, staff will not be able to board the flight and will have to return to the centre until alternative travel arrangements can be made.

If you have a connecting domestic flight after your international flight, obtain your domestic boarding pass and check your luggage at the designated check-in desk inside the international terminal. Walk directly from the international terminal to the domestic terminal – do not wander around outside (upon exiting the international airport, turn right and walk to the end of the footpath to reach the domestic terminal). Listen carefully to the announcements over the loud speaker for details of your domestic flight as there may be no signage to indicate when your flight is boarding. Boarding gates may process passengers from multiple flights; upon walking onto the tarmac be sure you are directed to the correct aircraft.

Make sure that you have a phone that works in PNG (a mobile with either international roaming or a local Digicel SIM purchased at the airport) and that you have contact details for staff at the Manus Island Regional Processing Centre and the Australian High Commission.

Manus Island - Phone numbers

DIAC duty phone, Manus Island: (+675) 7023 0882

DIAC Team Leader, Manus Island: (+675) 7030 6900

Australian High Commission, emergency consular assistance: (+675) 325 9333

Flights

Air Niugini currently flies to Manus five times a week via Lae, Rabaul and Madang. In November 2012, Air Niugini began a direct weekly Boeing 737-100 service between Port Moresby and Manus Island which operates every Thursday.

Visas

Visas are required by Australians travelling to Manus Island.

Passport

To enter Papua New Guinea, a passport valid for at least 12 months after entry is required by all Australians travelling to Manus Island.

Health and well-being

Employees who are placed on Manus Island on a long-term, temporary transfer basis must be cleared by a medical check and resilience assessment prior to departure. Please contact the Health and Safety Section in National Office on (02) 6264 4224.

Health care facilities in Papua New Guinea, including in the capital Port Moresby, are poor by Australian standards. Facilities in large towns are usually adequate for routine problems and some emergencies, however health facilities in rural areas are very basic, including along the Kokoda Track.

Medical evacuation to Australia, costing between several thousand to \$80,000 depending on the circumstances, is often the only option for serious illnesses or accidents (including diving accidents).

Malaria is a risk throughout Papua New Guinea. In 2008, a number of cases of malaria were reported in Port Moresby. However, the risk to short-term visitors to Port Moresby remains relatively low. The risk on Manus Island is high. Dengue fever and other mosquito-borne diseases also occur, including in Port Moresby. All staff coming to Manus Island should take prophylaxis against malaria and take measures to avoid mosquito bites, including using insect repellent at all times, wearing long, loose-fitting, light coloured clothing and ensuring your accommodation is mosquito proof.

The mosquito-borne disease Japanese encephalitis is found throughout many regions of North, South and South-East Asia and Papua New Guinea. A Japanese encephalitis vaccine is registered for use and is currently available in Australia. For further details please consult your travel health doctor.

The rate of HIV/AIDS infection in Papua New Guinea is high. You should exercise appropriate precautions if engaging in activities that expose you to risk of infection. Other sexually transmitted diseases are prevalent in all urban centres.

Food-borne, water-borne and other infectious diseases (including tuberculosis, typhoid and hepatitis) are common. We encourage you to consider having vaccinations before travelling. We advise you to boil all drinking water or drink bottled water, avoid ice cubes and raw and undercooked food. Swimmers should also be aware that water-borne parasites pose a risk in many of PNG's rivers. Seek medical advice if you have a fever or are suffering from diarrhoea.

The regional processing centre medical provider, International Health and Medical Services (IHMS), provide medical support for both transferees and centre staff.

Employees should bring their own supplies of prescription medicines for the duration of their placement as they are unlikely to be able to purchase these on the island.

Luggage limits

Air Niugini allows one small handbag, overcoat, camera or reading material to be carried as hand luggage. All other articles including overnight bags, briefcases, heavy cameras and reading material which cannot be reasonably read during the flight must be weighed with the other luggage.

Checked luggage of up to 23kg between Australia and Port Moresby and up to 16kg on domestic flights within PNG is allowed (23kg is allowed on domestic routes if connecting from an international flight with the same airline). Excess luggage fees apply for any weight over the allowance but are relatively inexpensive.

In regards to luggage limits, IMA Workforce Management policy states:

- Employees travelling on IMA deployments must comply with luggage limits set by airlines, and should check their itinerary to confirm luggage entitlements before departure
- Where luggage limits are lower than 23 kilograms (kg), DIAC will pay the difference up to 23 kg main luggage limits.
- For employees who are deployed for 12 weeks or less, a 23 kg main luggage and 6kg hand luggage limit applies. Any excess luggage of a personal nature will be at the employee's expense.
- DIAC will pay excess luggage costs for an additional 10 kg main luggage (above 23kg limit) for deployments in excess of 13 weeks duration.

Accommodation

Staff are accommodated onsite in converted shipping containers. Rooms are small and may contain a bunk bed or two single beds and a shelf. Rooms are equipped with an air-conditioner. DIAC staff currently have a room each however staff may be required to share with another staff member if pressure on accommodation increases. Bed linen, pillow and towel are provided. There are currently no mirrors in the rooms however there are mirrors in the bathrooms.

Toilet and shower blocks are located a short distance from the accommodation blocks. There is no hot water – all showers use cold water.

The DIAC office is not air-conditioned however it is equipped with ceiling and pedestal fans.

The Lorengau Harbourview Hotel provides basic accommodation and is the best hotel in Lorengau. It also has a restaurant. Room security is minimal and if you are ever required to stay at the hotel, you should secure your valuables. Do not leave valuables in your room when unattended.

Uniform and clothing requirements

The department's operational uniform should be worn while working at a Regional Processing Centre. As uniform items may only be available in limited sizes at the RPC, if you require uniform items, it is advisable to place an order through PSB Contracts section.

To place an order, request the current order form from PSB.Contracts@immi.gov.au as early as possible before departure and return the completed form in a timely manner to ensure items are delivered before leaving Australia. All uniform queries and orders should be sent to PSB.Contracts@immi.gov.au.

It may be an idea to take some plain-coloured polo shirts and dark shorts, cargo pants or trousers to supplement the uniform. You should also take your DIAC name badge.

Cool, neat casual pants are recommended for work which includes shorts (of appropriate length) and three-quarter length pants.

Items to take

Remember aerosols cannot be packed in carry-on luggage.

The following may assist with what to pack:

- Australian driver licence, official passport and visa letter;
- departmental security pass and name badge;
- corporate credit card/purchasing card (it is preferable for EL2 staff to have a purchasing card);
- sturdy ankle high work boots for the RPC (gum boots in larger sizes are available on site);
- cotton clothing - including light-weight, light coloured long-sleeve shirts and pants (three-quarter length pants are good for work);
- cool casual summer clothing for days off (modest tops and shorts for women are acceptable);
- toiletries, vitamins or dietary supplements, tea tree oil for insect bites;
- non-prescription medication, such as cold/flu tablets, pain medication;
- prescription medication;

- bottle for drinking water;
- well-fitted pair of runners for running or walking in and thongs or sandals.
- several pairs of good thick black synthetic socks (dries quicker in the tropics than wool). You will need them to wear with the work boots.
- Sunglasses, hat, sarong;
- sun block, insect repellent or deodorant;
- elastic travel clothes line;
- swimgear - board shorts and t-shirt (women must wear board shorts and a t-shirt when swimming)
- reef shoes (if planning on swimming), snorkel and mask;
- camera;
- torch;
- leisure and entertainment items, such as reading materials, puzzles, CDs, DVDs

Quarantine restrictions prevent travellers from bringing fruit and vegetables into the country

Part 3: The working environment

Please remember that while you are working on Manus, you represent the department in a greater capacity than you would be expected to in your home office. Due to the close working, living and socialising arrangements between the department, the residents of Manus and other departments, you are not only representing the department during working hours but also when off duty. The APS Code of Conduct and the APS Values are still very much a part of your time on Manus and you are expected to uphold these obligations.

The APS Code of Conduct requires that an employee must:

- Behave honestly and with integrity.
- Act with care and diligence.
- Treat everyone with respect and courtesy, and without harassment.
- Comply with all applicable Australian laws.
- Comply with any lawful and reasonable direction given by someone in the employee's agency who has authority to give the direction.
- Maintain appropriate confidentiality about dealings the employee has with any minister or minister's member of staff.
- Disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with APS employment.
- Use Commonwealth resources in a proper manner.
- Not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's APS employment.
- Not make improper use of:
 - inside information
 - the employee's duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person.
 - At all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS.
 - While on duty overseas, at all times behave in a way that upholds the good reputation of Australia.
 - Comply with any other conduct requirement that is prescribed by the regulations.

You should also observe the department's guidelines in relation to social networking on internet sites; for example, avoiding posting any information or photographs which provide details of your place of work.

While you will be informed of an approximate length of stay, this can change due to weather disrupting travel or additional work requirements.

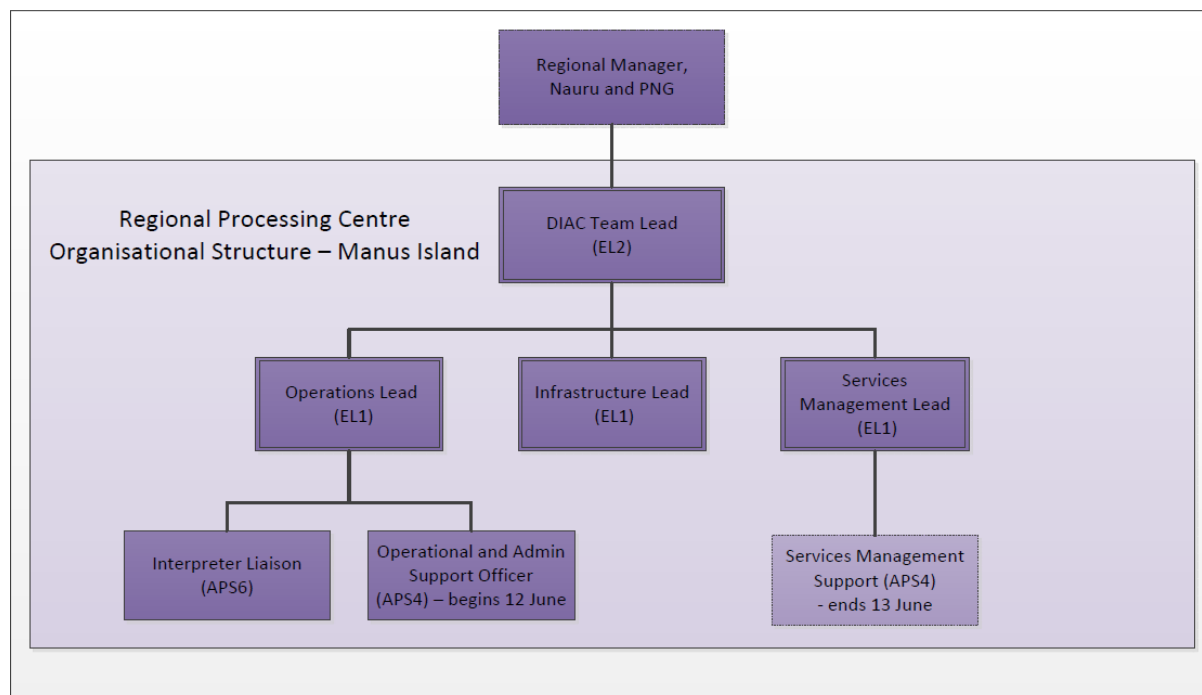


Diagram: Manus Island organisational structure

Irregular Maritime Arrivals (IMAs)

Transferees to Manus Island who have arrived by boat in Australia may have spent time in war-torn countries. In some cases asylum seekers attempting to reach Australia have been susceptible to exploitation by people smugglers and claim to be fleeing life-threatening situations in their home countries. Asylum seekers can be a controversial topic and there is a broad spectrum of attitudes towards them within the general community. There is the possibility you will be asked questions and given opinions. Please be aware of this and conduct yourself in a respectable manner, with appropriate regard to confidentiality.

Service Providers

There are currently four contracted Service Providers delivering services at the Manus Island RPC.

G4S Garrison: Operational and Maintenance services

G4S are responsible for security in the RPC, asset management, transport services, supplies and logistics, catering, risk management, environment management, infrastructure and facilities management.

International Health and Medical Services (IHMS) Health and Medical Services

IHMS provide medical and mental health services to both transferees and staff in the RPC. IHMS employ a variety of professionals including: Doctors, nurses, psychologists, paramedics, counsellors and psychiatrists.

Save The Children Child welfare services

Save The Children are contracted to provide specialist care and support for children and families with children in the Manus Island RPC

The Salvation Army Client Welfare and Engagement Services

The Salvation Army are contracted to provide services such as; transferee management, education, programs, activities and excursions, educational activities and community engagement.

Public Holidays

Staff deployed to Manus Island will be required to observe the public holidays of Papua New Guinea, rather than those of their 'home' state or territory. You may therefore be required to work on days which are public holidays in Australia but not in PNG, eg. Anzac Day. However, Manus Island also observes some public holidays which are not observed in Australia. A list of the public holidays which are observed in Manus Island can be viewed in easySAP by selecting the 'Payday Calendar' option. Select 'Offshore – Manus Island Public Holiday calendar' to see the complete public holiday listing.

Alcohol consumption

In accordance with the department's Drug and Alcohol Policy, staff must not be under the influence of alcohol or illicit drugs whilst on duty. This applies to staff working at overseas RPCs. Staff should be aware that social outings will often be attended by other service provider staff and PNG locals, and as such employees should continue to be mindful of their behaviour in social settings.

Harassment, bullying and discrimination

Workplace harassment and bullying can occur in a number of ways and situations and is just as prevalent in the deployment context as in other work environments. The isolated, stressful and remote nature of many deployment locations, often gives rise to an increase in harassment related incidents.


Harassment, bullying and discrimination are behaviours that do not show respect and courtesy as required by the APS Code of Conduct. Respectful, courteous behaviour enables people to develop positive relationships and means treating others fairly, honestly and professionally, in a non-discriminatory manner.

The department has a duty of care to ensure that your workplace is safe, healthy and free of harassment, bullying and discrimination. Where allegations of serious misconduct involving psychological, physical or sexual abuse are reported, DIAC will take immediate action to protect employee welfare.

If you feel that you are experiencing harassment, bullying or discrimination, or believe you are witnessing someone else experience it, please raise these concerns quickly and confidentially and take care to ensure that the matter does not become office gossip. Do not discuss the issue widely.

Any of the following people will be able to offer support or assistance:

- a manager or supervisor
- a trained Harassment Contact Officer (HCO) (list available on IMMInet)

- a member of the Workplace Relations and Conduct Section
Telephone: (02) 6225 6271
Email:  values.and.conduct@immi.gov.au
- the Employee Assistance Program (EAP).

Use of social media

Employees on deployment often utilise social media and networking sites more regularly than they may ordinarily do to help stay connected with family and friends. As the principles of the APS Values and Code of Conduct apply to online comment as they do to any other type of public comment, you should make sure you are aware of your obligations in relation to the use of social media as outlined in the DIAC Code of Conduct Guidelines.

Safety and security should be considered before making any online comment or listing any personal or professional details relating to you or your colleagues. You should not record any information regarding your employment, including work contact details, contact lists or duties.

If you are planning to make online comment please note that it is not appropriate to make comment that is, or perceived as:

- made on behalf of DIAC or the Australian Government instead of your personal view
- compromising your ability to fulfil your duties professionally in an unbiased manner (particularly where comment is made about DIAC policy and programs)
- harsh or extreme in its criticism of the government, a member of parliament or other political party and their respective policies that questions your ability to work professionally, efficiently or impartially – such comments do not have to relate to your area of work
- strong criticism of DIAC administration that could disrupt the workplace (grievance resolution already exists within DIAC and those procedures need to be followed)
- gratuitous or mischievous personal attacks against APS employees
- unreasonable or harsh criticism of DIAC stakeholders, their clients and staff
- compromising public confidence in DIAC or the APS.

Consequences of inappropriate behaviour

Any potential breaches of the APS Code of Conduct may result in the immediate cessation of your deployment pending a full investigation. If there is prima facie evidence of a serious breach of the APS Code of Conduct, you may be suspended with or without pay until a decision is made on the allegation.

In this event, you would be advised of the reasons behind the decision prior to cessation of the deployment and/or suspension of duties. A formal APS Code of Conduct Investigation would then be undertaken by the department's Workplace Relations and Conduct Section in accordance with departmental processes, which necessarily includes providing an employee with a right of reply to the allegations.

If a breach of the APS Code of Conduct is found, you could face disciplinary action ranging from reprimand, reduction in classification and salary, fines or termination of employment.

Psychological well-being

Your well-being is of paramount importance during your stay at Manus and it is important that you discuss any problems or concerns with your manager should they arise, and/or use the Employee Assistance Program.

Some days will be fairly long. You will need to balance this with a good night's rest. Local managers will monitor the health and welfare of everyone and appropriate rest and recreation time will be factored into your stay. The department already has guidelines in relation to the management of fatigue.

To the extent possible the department will seek to minimise risk to your health and safety with the provision of:

- Pre-deployment health assessments
- Infectious diseases screening and vaccination
- Psychological support via the resilience program and access to EAP support whilst deployed.

Employee Assistance Program (EAP)

The department's Employee Assistance Program (EAP) provider is Davidson Trahaire Corpsych (DTC), who can provide you with free, confidential and independent ongoing support.

To arrange an appointment contact DTC on: +61 2 8295 2260 or email eap@davcorp.com.au

It is recommended that all staff have a post-deployment debriefing with a psychologist as a further way of ensuring employee well-being. This can be arranged by contacting the Health and Safety Section.

From time-to-time on-site EAP support may be available. The Health and Safety Section will advise staff when this is available and provide details of how to access the services.

EAP Direct

EAP Direct is an easy-to-use online counselling tool that offers concise information across a range of topics. Follow the log in procedures below to create your own user name and password. As long as you keep these confidential, you cannot be identified individually.

The first time you log in, you will need to select 'new user' first and then use the department's log in codes. You will then be prompted to create your personal log in.

EAP Direct online	Employee user name	Employee password
eapdirect (www.eapdirect.com.au)	diac	usrkey

Work Health and Safety

The Work Health Safety Act 2011 (WHS Act) requires all Workers to:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Act; and
- co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Because the WHS Act applies extraterritorially, as workers, you will be required to meet your obligations whilst deployed.

All staff working at Nauru are provided site inductions that cover local emergency preparedness arrangements as they are established, including protocols for critical incidents. It is also recommended that staff update emergency contacts in My Employment Details in EasySAP prior to deployment.

It is likely that portable ICT devices such as laptop computers, tablets and mobile phones will be used by DIAC staff deployed to Nauru. If these devices are issued by DIAC, they should be electrically sound and where use of these devices is possible, staff using them should be aware of how to use them safely. Where laptops and tablets are in use, regular breaks should be taken by staff to reduce the risk of musculo-skeletal type disorders such as Occupational Overuse Syndrome (OOS).

The nature of deployment roles can also increase risk factors associated with workplace fatigue. The department already has guidelines in relation to the management of fatigue that summarise a risk management approach to managing fatigue and provides examples of some prevention measures to minimise fatigue (Appendices A-D in particular). It is recommended that you read these guidelines prior to your deployment - Fatigue Management Guidelines - IMMI.net.

Identified WHS hazards on site should be reported to the appropriate manager for remedy and incidents are to be recorded as outlined in departmental policy.

Should you require further assistance with anything WHS related, please contact the National Health and Safety Section.

Email: OHS.National.Office@immi.gov.au

Incident Notification

A WHS incident report must be completed immediately following all work-related safety incidents that have arisen out of DIAC's business or undertaking, including:

- those incidents where a person(s) is injured or ill; or
- 'near miss' incidents, where an incident occurred and there was a possibility of a person sustaining an injury or illness; or
- the death of a person.

An incident report must be completed irrespective of whether the incident involves a worker (e.g. DIAC employees, contractors, subcontractors, volunteers) or other person at the workplace (e.g. client, visitor, service delivery partner).

Comcare 'notifiable incidents'

Under the WHS Act, particular incident types (typically those more serious in impact/nature) must also be notified to Comcare. It is legislatively required that the following incident types be notified to Comcare.

- Death
- A serious injury or illness that requires a person to receive:
 - medical treatment within 48 hours of exposure to a substance
 - immediate treatment as an in-patient in a hospital; or
 - immediate treatment for a serious injury or illness.
- A dangerous incident in a workplace that exposes a worker or any other person to a serious risk to their health and safety emanating from an immediate or imminent exposure to a risk(s).

If you are not sure whether an incident meets the criteria for a notifiable incident you should report it. There are no penalties for over-reporting, but there are penalties for not reporting it.

How to report incidents

The department's WHS incident report form is located in easySAP, however, access to easySAP or staff based overseas may not be reliable. All WHS incidents that occur overseas must be reported via the following process.

Where access to easySAP is available

Lodge the incident in the easySAP report form: <http://sapportal.immi.gov.au/irj/portal/incident>

Where access to easySAP is not available

Contact the Border Operation Centre (BOC) – 1300 368 126.

Provide the operator with the details of the incident as outlined on the completed template. The BOC Operator will load the details into easySAP and, where required, submit the incident report to Comcare.

For assistance with incident notification please contact:

Health and Safety Section

P: (02) 6225 6608

E: OHS.National.Office@immi.gov.au.

(Information received from Health and Safety Section.)

Performance Management

If you are going to be performing duties for three months or longer on the island you are required to create and complete a Performance and Development Agreement (PDA) for this period. As you will have limited access to DIAC systems when working on Manus Island please ensure you contact the Employee Performance team (employee.performance@immi.gov.au) who will provide you with an offline PDA to complete with your supervisor. Without a valid PDA completed you may not be able to advance to the next salary point.

In addition to your PDA you are required to complete an Employee Performance Appraisal (EPA) with your supervisor. The EPA is mandatory for both short and long term placements on Manus Island. EPAs assist with making recommendations regarding current placements, subsequent placements and ongoing suitability and training requirements. You will be provided an EPA prior to your departure by IMA & Overseas Workforce Management.

Cessation of variable working hours including part-time hours

Employees who normally work variable working hours (VWH), including part-time hours in their home location, will need to work full-time for the duration of their time on Manus.

Timesheets

Timesheets are to be filled out by all employees while on Manus. All employees must have their timesheet signed off by their team leader and if claiming overtime (with appropriate agreement) by the EL2. All timesheets must be signed off and accounted for prior to departure. Online flexsheets are accessible through EasySAP through Citrix Access Gateway.

After leaving Manus, employees may wish to either take time off to absorb any flex credits or apply to have flex credits cashed out through the pay system. Approval for time off must be gained from managers in the home office, state or territory. Flex credit cash out can be arranged through the IMA Workforce Management section in National Office.

Allowances

Deployed DIAC staff will receive a travel allowance during their period of deployment and may also be eligible to receive other allowances relating to hardship and restricted duty (eg. officers required to be contactable outside of hours on a duty phone). Please note that all allowances are subject to review by the Department as living and working conditions change on the island. Any enquiries relating to specific allowances should be directed to: IMA.entitlements@immi.gov.au

Code of conduct

Employees should be aware of the APS Code of Conduct when making claims for allowances and conditions. In addition, Section 44 of the Financial Management and Accountability (FMA) Act 1997 states that Chief Executive (CE) must manage the affairs of the Agency in a way that promotes proper use of the Commonwealth resources for which the CE is responsible. Proper use means efficient, effective and ethical use that is not inconsistent with the policies of the Commonwealth.