

# Programs and Activities

## Serco Immigration Services

### Immigration Detention Centre Programs and Activities Policy and Procedures



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## 1. POLICY

Serco will establish a Senior Programs and Activities Manager role or function at each Immigration Detention Centre (IDC).

The Senior Programs and Activities Manager will develop and disseminate a Programs and Activities Plan at each IDC site. This will be tailored to the population, preferences and profile of People in Detention at each site.

Each Person in Detention will have access to materials and facilities for exercise, recreation, cultural expression and intellectual and educational pursuits to utilise his or her time in detention in a constructive manner and to enhance their mental health and wellbeing.

Attendance and participation of People in Detention in programs and activities is entirely voluntary.

People in Detention will be given the opportunity to contribute to the design, structure and delivery mode of IDC Programs and Activities via the Client Consultative Committee and to provide feedback on their delivery.

## 2. AIM

To provide a range of Programs and Activities that maintains and contributes to the health and wellbeing of People in Detention.

## 3. REFERENCES

- IDC Contract – Statement of Work, Section 2.2.1, Clause 1.10 – Programs and Activities
- Detention Services Manual - Chapter 5 Section 5 – Programs and Activities

## 4. PROCEDURE

### 4.1 Introduction

Programs and Activities are key aspects of the IDC environment.

The Senior Programs and Activities Manager will develop a monthly Programs and Activities Plan. Through a process of consultation with People in Detention, the plan will reflect the needs and preferences of People in Detention.

The plan will deliver structured and unstructured Programs and Activities designed to provide educational and recreational opportunities, and provide meaningful activities that will:

- Enhance the mental health and wellbeing of individuals in Immigration Detention
- Ease the institutional climate of the IDC
- Contribute to the dynamic security of the IDC and the safety of People in Detention and those who work in the IDC

The Plan will be submitted to DIAC Regional Management for approval, one week prior to the commencement date of the relevant Plan.

The Senior Programs and Activities Manager will ensure that the Plan is widely distributed to Serco IDC staff, including to Operations (Ops) Managers, Client Service Managers (CSM), Client Service Officers (CSO), and to the Religion Liaison Officer. People in Detention, DIAC staff and other service providers, including the Health Services Manager will also be included in the distribution of the Plan.

## 4.2 Scope

The scope of the monthly Programs and Activities schedule developed by the Senior Programs and Activities Manager will provide a tailor-made program for all People in Detention who will be in a facility for a period longer than ten days.

The content will be informed by the outcomes and/or identified needs outlined in the Individual Management Plans (IMP) which will be developed before the end of the Induction period for the relevant People in Detention.

The Plan will include at least one Program or Activity in the morning and afternoon of every day.

The program or activity will be a structured activity with attendance by a group of People in Detention. An activity between two People in Detention will not constitute an activity.

## 4.3 Flexibility

The Senior Programs and Activities Manager will ensure that monthly Programs and Activities Plans are adequately flexible to respond to changes in the profile of the People in Detention population, which may occur over a relatively short period of time.

The plan will also vary the types of Programs and Activities on offer to maintain the interest and commitment of People in Detention.

## 4.4 Program and Activity Integrity

The Senior Programs and Activities Manager will ensure that all programs and activities for People in Detention are delivered by appropriately qualified staff or other providers and that the programs and activities are accredited.

The Senior Programs and Activities Manager will ensure that the necessary approved resources to support the Programs and Activities Plan are available. Where appropriate, the Senior Programs and Activities Manager will ensure that any items of equipment or implements are tested for operability and safety before they are used by People in Detention.

#### 4.5 Programs and Activities Schedule

The Senior Programs and Activities Manager will develop a monthly Programs and Activities schedule and submit it to the DIAC Regional Manager for approval. All efforts will be made to deliver the programs and activities as scheduled. A record of programs and activities delivered during the month will be kept as evidence that the schedule had been followed.

Where a program or activity can not be delivered due to circumstances beyond Serco's control, the Programs and Activities manager must request approval from DIAC that the program or activity be rescheduled or substituted. A record of DIAC approving any such changes must be maintained.

#### 4.6 Denying Access to Programs and Activities

All efforts must be made to ensure equal access to programs, activities, amenities or religious activities. If a Person in Detention is denied access without reasonable grounds, a record of the event must be made for auditing purposes.

#### 4.7 Excursions

The Senior Programs and Activities Manager will include supervised external excursions in the range of Programs and Activities offered to People in Detention.

For all excursions included in the schedule of Programs and Activities, the Senior Programs and Activities Manager will ensure that:

- People in Detention in restrictive detention are not eligible to apply for, or participate in, an excursion during the period of restrictive detention
- All excursions are based on risk management principles
- Records are maintained of all movement of People in Detention in the Service Provider Portal (SPP) as well as any incidents that occur during any excursion

##### 4.7.1 Northern IDC Excursions

The Senior Programs and Activities Manager at Northern IDC will ensure that all People in Detention at Northern IDC have access to a minimum of two supervised external recreational, sporting and religious activities per Person in Detention per week; and nominated guardians of minors housed outside of Northern IDC have a minimum of three supervised contacts with the relevant minor Person in Detention.

#### 4.8 Religious Activities Programs

The monthly Programs and Activities Plan will be integrated with the monthly Religious Activities Program which will be developed by the IDC Religion Liaison Officer.

This integration will ensure that the Programs and Activities program acknowledges cultural or religious events such as Ramadan, which may impact on participation by People in Detention. Religious pursuits, such as weekly visits to the mosque or church, will not constitute an activity.

## 4.9 English Language Training

A key component of Programs and Activities Plans will be English language instruction.

## 4.10 Social Activities

The Senior Programs and Activities Manager and the Religion Liaison Officer will establish a range of social activities. Examples of social activities include:

- Film nights
- Sporting events
- BBQs
- Religious activities
- Cultural activities

## 4.11 Living Skills Programs

The Senior Programs and Activities Manager will ensure that all IDC residents are offered a range of living skills programs that assist them to adjust to life in the IDC and the Australian community and to develop independent living skills. Programs may be offered in different ways to suit the learning style of the participant, such as: one-on-one sessions, group discussions, incidental learning, workshops, etc.

Living Skills programs will include:

- Budgeting
- Healthy Sleep
- Cleaning and personal hygiene
- Other programs offered by specialist groups

## 4.12 Computer Access

Computer and email access will be available to People in Detention through computers located in common areas (see Serco's Communication Services for People in Detention PPM).

CSOs will make certain that all computer users sign a computer user policy and share computer use in accordance with the "Conditions of Use." Parents or guardians will sign these on behalf of minors after explaining the obligations of computer use. Access to the internet by minors will be supervised by their parents.

Computers will be available to People in Detention to perform functions such as word processing, spreadsheets, internet and email.

Priority will be given to People in Detention who have a time-sensitive need to use computers. For example:

- People who have recently been inducted in to the facility
- People who need to use services for immigration or legal matters

- People who are about to be discharged into the Australian community; in order for them to make arrangements
- People who are about to depart Australia; to enable them to communicate with family and friends and/or finalise details relating to their departure

The National Manager IT will ensure that appropriate filtering software is in place to control and limit access by People in Detention to:

- Pornographic and other prohibited sites, including those containing or promoting illegal acts
- Personal software
- File Transfer Protocol sites, software or data
- Prohibited foreign language sites

The filtering software will be complemented by CSO supervision.

#### 4.13 TV, Other Media and Library Services

People in Detention will be afforded access to free-to-air television and other broadcast services, where available, covering news, current affairs, politics, arts and culture and sport.

The Senior Programs and Activities Manager will ensure that People in Detention are able to access a library in the IDC, which will be established as a Multi-Cultural Resource Centre. Library services will be suitable to the demographic and occupancy levels of People in Detention at a given point in time.

Library holdings will include English and foreign language videos/DVDs; a selection of local, national and foreign language books, periodicals, and newspapers; and foreign language – English translation dictionaries.

#### 4.14 Music

The Senior Programs and Activities Manager will offer a music program in the IDC, supported by the provision of a range of instruments. The music program will provide psychological support to People in Detention during their stay at the IDC and could make a tangible difference to their confidence levels both in and outside the IDC.

#### 4.15 Program and Activity Participation

CSMs and CSOs will actively encourage People in Detention to be engaged in the Programs and Activities which are offered.

This will be fostered by Serco's intention to recruit staff familiar with the cultures represented by People in Detention.

To assist in direct personal encouragement, People in Detention who are members of various client consultative committees will be enlisted to encourage program participation by other newly arrived People in Detention.



#### 4.16 Women

The Senior Programs and Activities Manager will ensure that a female CSO engages with female People in Detention in the development and delivery of programs and activities for women.

The Senior Programs and Activities Manager will ensure that, where required, discreet activities are arranged for women in settings which respect their privacy, religion and cultural expectations.

#### 4.17 Young Adults

The Programs and Activities Plan will respond to the particular requirements of the young adult cohort of People in Detention. This response will include the provision of a range of programs and activities to mitigate against boredom and inactivity. The plan will include sports and physical activities which provide an outlet of the energy levels of young adults.

#### 4.18 Community Groups and Volunteers

The Senior Programs and Activities Manager will establish contact with respected community individuals and groups which may be able to support the Programs and Activities Plan.

In the case of minors, Working with Children Checks must also be implemented.

The Senior Programs and Activities Manager will consult with the Senior Manager Operations, the Centre Manager and DIAC Regional Management before any such individuals or groups are admitted into the IDC to provide Programs and Activities support.

#### 4.19 Facilities and Resources

The Senior Manager Administration and Finance will ensure that all Programs and Activities facilities are clean and fit for purpose.

The Senior Manager Administration and Finance will ensure that all facilities and assets and equipment used in Programs and Activities are inspected regularly as part of the IDC OH&S Plan. All defective and damaged items are to be taken out of service immediately and replaced as soon as possible.

The Senior Programs and Activities Manager will ensure that the resources required to support the Programs and Activities Plan are correctly identified and ordered in a timely manner.

The Senior Programs and Activities Manager will ensure that adequate resources are available to support the Programs and Activities Plan and that access to these resources does not become a source of competition and tension amongst People in Detention.

The Senior Programs and Activities Manager will ensure that access to stores of expendables to support the Programs and Activities Plan is controlled by CSOs.

#### 4.20 Consultative Committee

The Senior Programs and Activities Manager will establish, through a consultative mechanism, a process for People in Detention to contribute to the development and dissemination of a monthly Programs and Activities Plan and to provide feedback on Plan content and delivery.

#### 4.21 Records

All records relating to participation by People in Detention in the programs and activities offered will be recorded by CSOs or the Serco staff member supervising the program or activity in the approved logs or registers.

This participation detail will be available to DIAC Case Managers.

CSOs will record the names of People in Detention who attend each Program and Activity and the duration of that attendance

For Programs and Activities that attract IAP credits, the CSOs will record the IAP credits accumulated by each Person in Detention

#### 4.22 Reporting

The Senior Programs and Activities Manager will set in place a reporting regime to capture details of the attendance of People in Detention at programs and activities.

This will include details of attendance; whether a Person in Detention completes an individual session and/or a series of sessions within a selected activity.

The Senior Programs and Activities Manager will compile this information on a weekly basis in the form of a report to the Centre Manager. This will form the basis of subsequent reporting to DIAC Regional Management.

#### 4.23 Reporting to the Department

Where a Person in Detention's non-participation is noticeable either in all activity areas, or one specific area, CSOs will talk to the Person in Detention informally to ascertain why he/she is not participating, and log the results of the interview in the Person in Detention's IMP.

CSMs and CSOs will be mindful of the possibilities of intimidation and harassment in any instances of non-participation by People in Detention.

The Senior Programs and Activities Manager will advise DIAC Regional Management of People in Detention who do not regularly participate in Programs and Activities and provide details regarding reasons for non-participation.

#### 4.24 Staff Training

Serco training will ensure that the Induction Training undertaken by Serco staff before assuming duty at an IDC includes a component on the Program and Activity needs of People in Detention. This training will include the roles and responsibilities of Serco staff to address these needs in a manner which complements Serco Individual Management Plans and DIAC's Case Management objectives and values, and which meets the requirements of the contract.

#### 4.25 Audit of Program and Activities Plans

The National Assurance Manager will establish an audit program which will include the auditing of IDC Program and Activities Plans to ensure contractual compliance.

This audit program will include:

- The extent of programs offered
- The extent of activities offered
- The attendance rate at each program or activity
- The completion rate of each program or activity.
- The extent of Serco's staffing levels and overall operational capacity to cater for the programs and activities on offer.

Regional Managers (East and West) will conduct checks of Program and Activities Plans to complement the national audit plan issued by the National Assurance Manager.

#### 4.26 Continuous Improvement

The IDC Centre Manager will implement a Continuous Improvement Plan which will draw upon Serco's corporate approach to Continuous Improvement, embracing the application of proven techniques and instruments. This Continuous Improvement Program will ensure that the Program and Activities Plans effectively coordinate services and support to People in Detention in accordance with the Contract and benefit both People in Detention and all those who work at each IDC site.