

# Regional Processing Centre Guidelines

## Transferee - Communication Access – Mail Service

### INTRODUCTION

There will be a mail service available to transferees at Regional Processing Centres (RPCs). This guideline will detail the procedures for incoming and outgoing mail, as well as maintaining the security of the mail service.

### PROCEDURES

- For safety and security purposes, all mail delivered to the Regional Processing Centre (RPC) for transferees will be opened and screened by the Garrison Service Provider (GSP) and recorded in the received mail log.
- All mail addressed to a transferee will be treated confidentially and distributed to that person by the Welfare Service Provider (WSP) within four hours of it being received at the RPC.
- The WSP and GSP (collectively the Service Providers) must notify the DIAC Director if a transferee receives any correspondence from the Department, the Refugee Review tribunal or the Migration Review Tribunal.
- Each transferee must sign the received mail log to acknowledge that their mail has been delivered to them.
- Transferees will be allowed to write and receive as many letters as they wish.
- Postage costs for mail sent by transferees regarding their personal affairs will be at the transferees' expense. Stationery and stamps will be stocked the RPC canteen and is accessible to all transferees for purchase through the Individual Allowance Program.
- Any mail or faxes sent to transferees after they have left the RPC will be passed to the Department.

## SECURITY OF MAIL SERVICES

In the event of illegal, controlled or excluded items being found in a letter or package, Service Provider personnel must:

- Remove the items
- Record the items in the excluded, controlled and illegal items log
- Hold the items in trust; and
- Deal with the items in accordance with the following two Guidelines:
  - a) Detection of Excluded, Controlled & Illegal Items; and
  - b) Incident Reporting.

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