



Australian Government

Department of Immigration and Border Protection

Attachment A

DECISION RECORD

Request Details

File ref: FA 14/02/01066
FOI ref: ADF2014/6529

Scope of request

Updated scope 18 March 2014:

'Please limit my request to complaints received since January 1 2013 to the date of the request.'

Original scope:

"summary documents of all complaints received about the treatment of detainees at the Maribyrnong Immigration Detention Centre and any resulting disciplinary or legal action taken against staff. The documents are sought for the period From March 26, 2011, to the date of this request inclusive.

The identity of individuals are not sought as part of this request."

Documents in scope

1. GFU Complaints from Maribyrnong Detention Centre between 1 January 2014 to 4 March 2014

Authority to make decision

I am an officer authorised under section 23 of the FOI Act to make decisions in respect of requests to access documents or to amend or annotate departmental records.

Information considered

I am an officer authorised under section 23 of the FOI Act to make decisions in respect of requests to access documents or to amend or annotate departmental records. In reaching my decision, I have considered the following:

- The *Freedom of Information Act 1982*;
- Departmental files and/or documents (identified above);
- The Australian Information Commissioner's guidelines relating to access to documents held by government;
- The department's FOI handbook

Reasons for decision

I have considered the files within the scope of your request and applied exemptions in part or in full to documents as detailed in the Schedule of Documents. You should read the schedule in conjunction with the exemptions below.

s47F Public interest conditional exemptions—personal privacy

- (1) *A document is conditionally exempt if its disclosure under this Act would involve the unreasonable disclosure of personal information about any person (including a deceased person).*

(2) In determining whether the disclosure of the document would involve the unreasonable disclosure of personal information, an agency or Minister must have regard to the following matters:

- (a) the extent to which the information is well known;*
- (b) whether the person to whom the information relates is known to be (or to have been) associated with the matters dealt with in the document;*
- (c) the availability of the information from publicly accessible sources;*
- (d) any other matters that the agency or Minister considers relevant.*

A document is 'conditionally exempt' under s.47F(1) of the FOI Act if its release would involve the unreasonable disclosure of personal information about any person, including a deceased person. A conditionally exempt document **must** be released under the FOI Act unless the release would be 'contrary to the public interest'.

I am satisfied that the documents I have exempted under section 47F(1) contain personal information and the disclosure would be contrary to the public interest.

Factors favouring disclosure

I have considered the factors set out in s.11B(3) of the Act which were discussed above.

While full release would promote the objects of the Act, I consider that partial release of the information would inform debate on a matter of public importance. In addition, the partial release of the information is relevant to the effective oversight of public expenditure and would not facilitate you accessing your own personal information.

Factors weighing against disclosure

As discussed previously, the FOI Guidelines that contain a non-exhaustive list of factors weighing against disclosure, which must be considered under s.11B(5) of the Act.

I consider that these factors are relevant to the documents in question:

- *harm the interests of an individual or group of individuals*
- *prejudice the protection of an individual's right to privacy*

On balance, I am satisfied that release of the personal information on the documents would be contrary to the public interest and that the documents are exempt under section 47F(1) of the FOI Act.

The exemption information relates to third parties. The public interest in maintaining an individual's right to privacy of their personal information held by the department outweighs any public interest disclosing these documents. As a result it is my view that it is contrary to the public interest to disclose this information.

I therefore consider that disclosing this information would be an unreasonable disclosure of personal information relating to the third parties and that release is contrary to the public interest. It is therefore exempt under s.47F(1) of the FOI Act.

The attached Schedule of Documents identifies documents where material has either been deleted as exempt information under the FOI Act or deleted as irrelevant to the scope of the request.

Mel Heggart
Authorised decision maker
FOI & Privacy Policy Section
Department of Immigration and Border Protection
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7 May 2014



Australian Government

Department of Immigration and Border Protection

Attachment B

SCHEDULE OF DOCUMENTS TO DECISION RECORD

File ref: FA 14/02/01066

FOI ref: ADF2014/6529

1. Other documents;

Number of pages	Description	Decision	Legislation
57pg	Complaints from Maribyrnong Detention Centre between 1 January 2014 to 4 March 2014	Release with exemption	s47F(1)

FREEDOM OF INFORMATION ACT 1982 - SECT 47F

Public interest conditional exemptions--personal privacy

General rule

(1) A document is conditionally exempt if its disclosure under this Act would involve the unreasonable disclosure of personal information about any person (including a deceased person).

(2) In determining whether the disclosure of the document would involve the unreasonable disclosure of personal information, an agency or Minister must have regard to the following matters:

- (a) the extent to which the information is well known;
- (b) whether the person to whom the information relates is known to be (or to have been) associated with the matters dealt with in the document;
- (c) the availability of the information from publicly accessible sources;
- (d) any other matters that the agency or Minister considers relevant.

(3) Subject to subsection (5), subsection (1) does not have effect in relation to a request by a person for access to a document by reason only of the inclusion in the document of matter relating to that person.

Access given to qualified person instead

(4) Subsection (5) applies if:

- (a) a request is made to an agency or Minister for access to a document of the agency, or an official document of the Minister, that contains information concerning the applicant, being information that was provided by a qualified person acting in his or her capacity as a qualified person; and
- (b) it appears to the principal officer of the agency or to the Minister (as the case may be) that the disclosure of the information to the applicant might be detrimental to the applicant's physical or mental health, or well-being.

(5) The principal officer or Minister may, if access to the document would otherwise be given to the applicant, direct that access to the document, so far as it contains that information, is not to be given to the applicant but is to be given instead to a qualified person who:

- (a) carries on the same occupation, of a kind mentioned in the definition of ***qualified person*** in subsection (7), as the first-mentioned qualified person; and
- (b) is to be nominated by the applicant.

(6) The powers and functions of the principal officer of an agency under this section may be exercised by an officer of the agency acting within his or her scope of authority in accordance with arrangements referred to in section 23.

(7) In this section:

"qualified person" means a person who carries on, and is entitled to carry on, an occupation that involves the provision of care for the physical or mental health of people or for their well-being, and, without limiting the generality of the foregoing, includes any of the following:

- (a) a medical practitioner;
- (b) a psychiatrist;
- (c) a psychologist;
- (d) a counsellor;
- (e) a social worker.

Note: Access must generally be given to a conditionally exempt document unless it would be contrary to the public interest (see section 11A).

Feedback Case Number:	IMMI-13-01341
Date Received:	1/28/2013 1:01:00 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 06/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant has complained about a Serco Officers behaviour towards him.

Date issue was raised: 28/01/13

Date complaint was received: 29/01/13

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to investigate the complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-02176
Date Received:	2/12/2013 12:59:17 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\Harassment

Feedback:

IR sent 27th february, 2013.

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 14/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The complainant still has concerns with previous complaint made (MIDC 06/11) in regards to a officer's behaviour towards him. He wishes to speak with someone senior in Canberra or here in Melbourne.

Date issue was raised: 11/02/13

Date complaint was received: 12/02/13

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Senior Management to investigate the complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-03073
Date Received:	2/28/2013 12:49:19 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION AND RESOLUTION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 22/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The complainant has complained about having her room being searched on the day of the Sabbath.

Date issue was raised: 23/02/13

Date complaint was received: 26/02/13

Date issue was resolved: 26/02/13

Summary and information about the resolution provide:

Serco Manager advised the complainant that they had reviewed her complaint and allegations that Serco management ordered a search of her accommodation knowing full well of her beliefs. Serco Management confirms that all searched carried out on her room and in the centre are in accordance to Monthly scheduled Room Search Matrix. Her room was not targeted and was searched in line with the Monthly Matrix. Management can confirm that she was not treated unfairly or discriminated against in any way.

Matter now closed

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-04747
Date Received:	4/2/2013 12:34:22 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 34/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant has complained about an Serco Officer behaviour towards him

Date issue was raised: 31st March 2013

Date complaint was received: 2nd April 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

The Serco Manager to investigate the complaint

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-04749
Date Received:	4/2/2013 12:39:43 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION AND RESOLUTION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 35/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant has complained about an Serco Officer behaviour towards him

Date issue was raised: 1st April 2013

Date complaint was received: 2nd April 2013

Date issue was resolved: Closed

Summary and information about the resolution provide:

Serco Manager has investigated the complaint. The Complainant did not identify the officer that the complaint was in regards too. Email has been sent to all Serco Officers reminding them to be always be professional and their duty of care towards clients.

This matter is now closed

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-05691
Date Received:	4/17/2013 2:40:06 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 44/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Client has complained about a Serco officer behaviour towards her.

Date issue was raised: 17th April 2013

Date complaint was received: 17TH April 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Compliant to be investigated by a Serco Manager.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-05692
Date Received:	4/17/2013 2:46:44 PM
How Received:	Web Site
Case Type:	Request
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour
Feedback:	

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 45/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Clients have complained about Serco officer behaviour towards them.

Date issue was raised: 17th April 2013

Date complaint was received: 17TH April 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Compliant to be investigated by a Serco Manager.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-06665
Date Received:	5/6/2013 11:26:45 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION AND RESOLUTION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 49/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Client has complained MIDC Catering Staff being rude to her.

Date issue was raised: 2nd May 2013

Date complaint was received: 3rd May 2013

Date issue was resolved: 3rd May

Summary and information about the resolution provide:

Serco Catering Manager has spoken to the client about her issue and was advised that all Catering staff always act in a professional manner, treating every client with respect/ dignity. The Catering staff receives intense training annually in regards to Customer care and dealing with clients' needs. But staff will be reminded.

Matter is now closed.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-06962
Date Received:	5/10/2013 12:53:39 PM
How Received:	Web Site
Case Type:	Request
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 54/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Client has complained on behave of the other female clients in Zone B, about a Serco Officer behaviour towards them.

Date issue was raised: 10th May 2013

Date complaint was received: 10th May 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

The complaint has been referred to a Serco Manager to investigate the complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-08273
Date Received:	6/3/2013 12:30:53 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 59/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Client has complained about **S. 47F(1)** Serco Officers entering his room with camera to conduct a room search while he was asleep on Friday 31/05/13. They woke him up and conducted a pat search on him. He is very upset and their behavior toward his was not respectful .

Date issue was raised: 31st May 2013

Date complaint was received: 3rd June 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to investigate the complaint

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-08931
Date Received:	6/13/2013 2:14:11 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour
Feedback:	

GFU COMPLAINT NOTIFICATION AND RESOLUTION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 62/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant has complained about the way the Chef spoke to him after the client had winked at one of the female Catering staff member.

Date issue was raised: 6TH June 2013

Date complaint was received: 7TH June 2013

Date issue was resolved: 11TH June 2013

Summary and information about the resolution provide:

S. 47F(1)

This matter is now considered closed.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-08984
Date Received:	6/14/2013 11:03:26 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU Notes:

08/07/2013 - Final Reminder sent

02/07/2013 - Initial reminder sent

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 67/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant has complained about Serco staff at MIDC & MITA behaviour and his property being missing from MITA and wants his clothes brought to MIDC.

Date issue was raised: 10TH June 2013

Date complaint was received: 14TH June 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

To be investigated by a Serco Manager.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-09088
Date Received:	6/17/2013 12:54:24 PM
How Received:	Web Site
Case Type:	Request
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 68/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant has complained about a chef treatment of him.

Date issue was raised: 16TH June 2013

Date complaint was received: 17TH June 2013

Date issue was resolved:

Summary and information about the resolution provide:

Serco manager to action and investigate.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-09179
Date Received:	6/18/2013 12:13:19 PM
How Received:	Web Site
Case Type:	Request
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 68/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant has complained about a chef treatment of him.

Date issue was raised: 16TH June 2013

Date complaint was received: 17TH June 2013

Date issue was resolved:

Summary and information about the resolution provide:

Serco manager to action and investigate.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-10106
Date Received:	7/3/2013 11:17:15 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 71/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant has complained about his room being searched 6 times in less than a month. He wants to know the reason why?

Date issue was raised: 2nd July 2013

Date complaint was received: 3rd July 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate the allegation.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-11057
Date Received:	7/18/2013 12:53:30 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION AND RESOLUTION

Community & Stakeholder complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 08/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant (Solicitor) has complained about the alleged behaviour of a Serco staff toward her Client when he wanted to bring legal documents into the MIDC visits area so he could discuss his legal matter with his family.

Date issue was raised: 15th July 2013

Date complaint was received: 16th July 2013

Date issue was resolved: 17th July 2013

Summary and information about the resolution provide:

Serco Manager has action and investigated the complaint.

Serco Manager has made contact with the complainant on 16/07/13 and advised the complainant that the issue has been addressed with staff members. An email has been sent to all Serco staff reaffirming MIDC procedure in regards to legal documents being able to be taken into the visit area for clients to be able to discuss their legal matters with their family members. Also staff also were reminded to be professional at all times.

Serco considers that matter now closed.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Released by DIBP under the
Freedom of Information Act 1982

Feedback Case Number:	IMMI-13-11059
Date Received:	7/18/2013 12:56:29 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Community & Stakeholder complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 09/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant has made a complaint alleging that Serco Staff are breaching her husbands confidentially and are providing his personal information to the media.

Date issue was raised: 17th July 2013

Date complaint was received: 18th July 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate the complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-12380
Date Received:	8/9/2013 10:48:27 AM
How Received:	Web Site
Case Type:	Request
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 85/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant has complained about the behavior of a Serco Officer towards him.

Date issue was raised: 8th August 2013

Date complaint was received: 9th August 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-13354
Date Received:	8/21/2013 4:36:23 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 88/13
GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant has complained about behavior of a Serco Officers towards her.

Date issue was raised: 21st August 2013

Date complaint was received: 21st August 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-13574
Date Received:	8/26/2013 10:08:59 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 89/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant made complaint regarding the behavior of a Serco Officer towards him during a visit session on the 25th August 2013.

Date issue was raised: 25TH August 2013

Date complaint was received: 26TH August 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Released by DIBP under the
Freedom of Information Act 1982

Feedback Case Number:	IMMI-13-13815
Date Received:	8/28/2013 4:24:52 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Community & Stakeholder complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 12/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant has made a complaint about Serco Officers behaviour towards her client and his family.

Date issue was raised: 27th August 2013

Date complaint was received: 28th August 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate the complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-13963
Date Received:	8/30/2013 3:28:33 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Community & Stakeholder complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 14/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant has made a complaint about a Serco Manager attitude towards **S. 47F(1)** in regards to activities.

Date issue was raised: 30th August 2013

Date complaint was received: 30th August 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate the complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-14708
Date Received:	9/11/2013 9:27:33 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Community & Stakeholder complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 32/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainants have complained about a Serco Officer's behaviour towards **S. 47F(1)** when being searched on the 5/09/13

Date issue was raised: 8TH September 2013

Date complaint was received: 10th September 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate the complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-14987
Date Received:	9/16/2013 12:21:17 PM
How Received:	Web Site
Case Type:	Request
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No:

MIDC 94/13

GFU No:

Please specify the particular type of issue that detainee is rising:

S. 47F(1)

Date issue was raised: 13, 14 & 15th September 2013

Date complaint was received: 16th September 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager has been action and investigated the complaint. To be action and investigated by a Serco Manager

Feedback Case Number:	IMMI-13-15259
Date Received:	9/20/2013 9:20:03 AM
How Received:	Phone
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour
Feedback:	

Feedback Summary -

S. 47F(1)

Are you providing this feedback on behalf of someone else - No
If Yes

Name of the person -

What is your relationship to the applicant? -

Are you authorised to provide feedback on behalf of this person - Y/N

Part 2 - Issues (feedback details)

What does your feedback relate to -SERCO officer

Have you discussed your feedback with anybody else from the dept - N/A

Please provide specific details about the feedback-

Client stated

- I am currently at Maribyrnong Detention Centre
- I have a complaint number 94/13
- One of the client service managers he tried to remove me from the bed and put in another client
- Its bullying and I tried to make a complaint **S. 47F(1)** the officer bullying me
- I made a complaint and he replied in an improper way
- I have made many complaints and received no reply
- I have been mistreated from SERCO staff

Part 3 - Actions (GFU Analysis)

Have you completed POI checks - Y

Have you attempted to de-escalate this feedback - N/A

Is client aware of GFU service standards - Y

Has feedback been classified as per client request -Y, complaint

Part 4 - Outcome

What outcome are you seeking -

Didn't get any right solution about complaint lodged against **S. 47F(1)**

I am unable to come of my room and am very scared because I came to my room and has called me many names and it's like threatening

Feedback Case Number:	IMMI-13-15608
Date Received:	9/26/2013 8:42:16 AM
How Received:	Web Site
Case Type:	Request
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 100/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The complainant has complained about a Serco officers behaviour towards female clients in Zone B

Date issue was raised: 25th September 2013

Date complaint was received: 26th September 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate the complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-17231
Date Received:	10/25/2013 9:27:08 AM
How Received:	Web Site
Case Type:	Request
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

S. 47F(1)

MIDC Complaint No: MIDC 111/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Complainant has complained about Serco Officers behaviour towards him.

Date issue was raised: 24th October 2013

Date complaint was received: 25th October 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate the complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-17541
Date Received:	10/31/2013 12:01:17 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

IR sent 18/11/2013

GFU COMPLAINT NOTIFICATION

Community & Stakeholder complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 41/13

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant (Solicitor) has made complaints on behave of her client (Detainee **s. 47F(1)** who is detained at MIDC). The complaints are:

1. A Serco Officers behaviour towards her client.
2. The Detainee has had clothing go missing, when he was washing his clothes.
3. Detainees visitors on the 28/10/13, has their visit time delayed (over 45mins), due to the detainee had to go to Property Office to have his ID replaced because he lost/misplaced his original ID card.

Date issue was raised: 30th October 2013

Date complaint was received: 31st October 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

Serco Manager to action and investigate the complaint.

In regards to the complaint about the Serco office behaviour towards the detainee, the detainee has previous made complaint in regards to this matter and has been registered with GFU. The GFU complaint Numbers are: immi-13-17231 and immi-13-17322. Serco Managers actioned these complaints, but were not able to investigate due to the fact that the detainee refused to discuss the compliant matter with the Serco Managers. MIDC DIBP was advised that the detainee had refused to speak with Serco about the matter and the investigating manager were unable to investigate and the complaints were closed. Response letters were sent the detainee advising him the actions.

Released by DIBP under the
Freedom of Information Act 1982

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-18183
Date Received:	11/13/2013 12:56:30 PM
How Received:	Email
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\Harassment

Feedback:

Please see complaint file: SSA0P20410013110709380.pdf
Resolution: GFU COMPLAINT NOTIFICATION & RESOLUTION 114-13. oc.doc
s. 47F(1)

further info received:

Hi,

Complaint was in relation to a DIBP officer. Complaint has been resolved.

s. 47F(1)

Regards,

resolution

Good afternoon

The Detainee complaint (MIDC 114/13) submitted on the 7th November 2013 by Serco Officer D Langdon on behalf of s. 47F(1) who complained about an unknown person saying that if he does something stupid he will stay in detention longer.

This complaint has been registered under two different GFU Numbers: immi-13-18092 and immi-13-18183. Please can you advise which GFU number is to be referred too when dealing with this complaint.

Also we wish to advise that this complaint has been actioned and finalised by a Serco Manager and DIBP Removal Officer.

Please see attached copy of the GFU Complaint Notification and Resolution Form

Joan NEWMAN
MIDC Compliance
53 Hampstead Road
Maidstone Victoria, 3012
s. 47F(1)

Feedback Case Number:	IMMI-13-18316
Date Received:	11/15/2013 11:23:58 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 122/13

GFU No:

Please specify the particular type of issue that detainee is rising:

A group of detainees have complained that the Serco Officer behaviour towards them.

Date issue was raised: 15th November 2013

Date complaint was received: 15th November 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-18393
Date Received:	11/18/2013 10:08:09 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION AND RESOLUTION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 124/13
GFU No: IMMI-13-1

Please specify the particular type of issue that detainee is rising:

Complainant has complained about being victimised, harassed and assaulted by SERCO s. 47F(1)

Date issue was raised: 16th November 2013

Date complaint was received: 18th November 2013

Date issue was resolved:

Summary and information about the resolution provide:

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-19184
Date Received:	12/2/2013 3:33:50 PM
How Received:	Web Site
Case Type:	Request
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 113/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Has complained about not a Serco Officer's behaviour towards her.

Date issue was raised: 2ndDecember 2013

Date complaint was received: 2ND December 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-19230
Date Received:	12/3/2013 10:40:00 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\Harassment

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 133/13

GFU No:

Please specify the particular type of issue that detainee is rising:

Has complained about behaviour of other detainees and Serco officers towards him.

Date issue was raised: 2nd December 2013

Date complaint was received: 3rd December 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-19432
Date Received:	12/5/2013 6:49:56 PM
How Received:	Phone
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\Alleged Assault

Feedback:

GFU Notes - IR Issued 20/12/2013

Feedback Summary -

Part 1 - Your details (client)

S. 47F(1)

Are you providing this feedback on behalf of someone else - No

Part 2 - Issues (feedback details)

What does your feedback relate to -

Have you discussed your feedback with anybody else from the dept -

Please provide specific details about the feedback-

S. 47F(1)

Part 3 - Actions (GFU Analysis)

Have you completed POI checks - Y

Have you attempted to de-escalate this feedback - N

Is client aware of GFU service standards - Y

Has feedback been classified as per client request - N

Part 4 - Outcome

What outcome are you seeking - To report these details and activities.

Feedback Case Number:	IMMI-13-19527
Date Received:	12/9/2013 10:49:21 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 137/13

GFU No:

Please specify the particular type of issue that detainee is rising:

He has alleged that he has been miss treated by Serco Officers

Date issue was raised: 6th December 2013

Date complaint was received: 9th December 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-13-20490
Date Received:	12/31/2013 9:01:06 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 154/13

GFU No: IMMI-13-

Please specify the particular type of issue that detainee is rising:

The Complainant has complained that Serco Officers are continuously harassing and targeting his family and that Serco Managers are placing him and his family at risk.

Date issue was raised: 30th December 2013

Date complaint was received: 31st December 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-00039
Date Received:	1/2/2014 4:09:24 PM
How Received:	Email
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

***Duplicate with 14-00061- have xrefed**

GFU COMPLAINT NOTIFICATION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 148/13

GFU No: IMMI-13-

Please specify the particular type of issue that detainee is rising:

The Complainant has complained that SERCO are causing him trouble and placing him in danger by breaching their duty of care. Believes Officers are telling other detainees not to speak to him as he is no good and this is placing him at risk

Date issue was raised: 29th December 2013

Date complaint was received: 30th December 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

GFU COMPLAINT NOTIFICATION & RESOLUTION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

Detainee's Personal Details:

Released by DIBP under the
Freedom of Information Act 1982

Feedback Case Number:	IMMI-14-00064
Date Received:	1/3/2014 9:20:45 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 150/13
GFU No: IMMI-

Please specify the particular type of issue that detainee is rising:

The Complainant complained has concerns for his safety and that Officers and detainees are causing him troubles. Complainant wants to speak to Complaints Manager and wants to complain that staff are mistreating him and not giving him proper care.

Date issue was raised: 28th December 2013

Date complaint was received: 30th December 2013

Date issue was resolved: 31st December 2013

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

On 30/12/13 detainee was moved to another room to share with a friend. Detainee happy with the move and matter is now considered closed.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-00149
Date Received:	1/6/2014 12:45:42 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU NOTE by Kathryn McIntyre:

10/01/2014 The response to this case (IMMI-14-00149) was provided by web form. See case IMMI-14-00297 which has been cross referenced. The case has been cross referenced and will be requested to be de-registered by Bianca Rockley.

Please see below for the summary of IMMI-14-00297

GFU COMPLAINT NOTIFICATION & RESOLUTION

Community / Stakeholder & Detainee complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 07/14
GFU No: IMMI-14-00149

Please specify the particular type of issue that detainee is rising:

Complaint that SERCO staff **s. 47F(1)** and others have assaulted and threatened **s. 47F(1)**, detainee **s. 47F(1)** Complainant states her son has been threatened by 2 SERCO officers and that she and her mother in law have been abused and harassed by SERCO Staff.

Date issue was raised: 31st December 2013

Date complaint was received: 6th January 2014

Date issue was resolved: 6th January 2014

Summary and information about the resolution provide:

Complainant did not specify any occasions when Serco staff abused and threatened the complainant and her family. Serco has investigated all the previous complaints made and has nothing further to add at this time.

Matter is considered closed.

Released by DIBP under the
Freedom of Information Act 1982

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

GFU NOTE by Kathryn McIntyre:

10/01/2014 Below is original feedback case IMMI-14-00149.

GFU COMPLAINT NOTIFICATION

Community / Stakeholder & Detainee complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 07/14

GFU No: IMMI-14-

Please specify the particular type of issue that detainee is rising:

Complaint that SERCO staff s. 47F(1) and others have assaulted and threatened s. 47F(1), detainee s. 47F(1). Complainant states her son has been threatened by 2 SERCO officers and that she and her mother in law have been abused and harassed by SERCO Staff.

Date issue was raised: 31st December 2013

Date complaint was received: 6th January 2014

Date issue was resolved: 6th January 2014

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Released by DIBP under the
Freedom of Information Act 1982

Feedback Case Number:	IMMI-14-00150
Date Received:	1/6/2014 12:46:19 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

10/01/2014 The response to this case (IMMI-14-00150) was provided by web form. See case IMMI-14-00298 which has been cross referenced. The case has been cross referenced and will be requested to be de-registered by Bianca Rockley.

Please see below for the summary of IMMI-14-00298

GFU COMPLAINT NOTIFICATION & RESOLUTION

Community / Stakeholder & Detainee complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 08/14
GFU No: IMMI-14-00150

Please specify the particular type of issue that detainee is rising:

Complainants are stating that they are concerned for safety and well being on detainee **s. 47F(1)** **s. 47F(1)** State they have seen a video on internet of Serco staff bashing another detainee and they are concerned this could happen to detainee **s. 47F(1)**.

Date issue was raised: 31st December 2013

Date complaint was received: 6th January 2014

Date issue was resolved: 6th January 2014

Summary and information about the resolution provide:

Complaint not relating to any specific issue at MIDC.

Matter is considered closed

Has any action been taken to resolve the feedback? If yes please provide details.

Released by DIBP under the
Freedom of Information Act 1982

As above.

GFU NOTE by Kathryn McIntyre:
10/01/2014 See below for the original feedback - IMMI-14-00150

GFU COMPLAINT NOTIFICATION

Community / Stakeholder & Detainee complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 08/14
GFU No: IMMI-14-

Please specify the particular type of issue that detainee is rising:

Complainants are stating that they are concerned for safety and well being on detainee **s. 47F(1)**
s. 47F(1) State they have seen a video on internet of Serco staff bashing another detainee and they are concerned this could happen to detainee **s. 47F(1)**

Date issue was raised: 31st December 2013

Date complaint was received: 6th January 2014

Date issue was resolved: 6th January 2014

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Released by DIBP under the
Freedom of Information Act 1982

Feedback Case Number:	IMMI-14-00152
Date Received:	1/6/2014 12:48:18 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

IR 29/01/2014

GFU COMPLAINT NOTIFICATION

Community / Stakeholder & Detainee complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 10/14

GFU No: IMMI-14-

Please specify the particular type of issue that detainee is rising:

Complainants concerned that they are not being treated fairly as they believe Serco staff are allowing certain detainees to go into interview rooms with 1 officer and that Serco staff are taking food to back of kitchen to have given to detainees after visits.

Date issue was raised: 31st December 2013

Date complaint was received: 6th January 2014

Date issue was resolved: 6th January 2014

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Released by DIBP under the
Freedom of Information Act 1982

Feedback Case Number:	IMMI-14-00153
Date Received:	1/6/2014 12:48:57 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Community / Stakeholder & Detainee complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 11/14

GFU No: IMMI-14-

Please specify the particular type of issue that detainee is rising:

Complaint in relation to Serco staff conspiring against her and **S. 47F(1)** detainee **S. 47F(1)** concerned that staff are provoking and intimidating them.

Date issue was raised: 31st December 2013

Date complaint was received: 6th January 2014

Date issue was resolved: 6th January 2014

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-00289
Date Received:	12/30/2013 11:37:00 AM
How Received:	Email
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee complaint submitted by SERCO employee on behalf of detainee at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 150/13

GFU No: IMMI-13-

Please specify the particular type of issue that detainee is rising:

The Complainant complained has concerns for his safety and that Officers and detainees are causing him troubles. Complainant wants to speak to Complaints Manager and wants to complain that staff are mistreating him and not giving him proper care.

Date issue was raised: 28th December 2013

Date complaint was received: 30th December 2013

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-00299
Date Received:	1/8/2014 11:51:59 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION & RESOLUTION

Community / Stakeholder & Detainee complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 11/14

GFU No: IMMI-14-00153

Please specify the particular type of issue that detainee is rising:

Complaint in relation to Serco staff conspiring against her and **s. 47F(1)**, detainee **s. 47F(1)** concerned that staff are provoking and intimidating them.

Date issue was raised: 31st December 2013

Date complaint was received: 6th January 2014

Date issue was resolved: 6th January 2014

Summary and information about the resolution provide:

Complaint not specific and does not state there was any issues from the behaviour of the staff. Complainant makes allegations of a conspiracy against her but does not give any further details.

Matter considered closed

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-00332
Date Received:	1/9/2014 9:18:23 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 05/14

GFU No: IMMI-14-00

Please specify the particular type of issue that detainee is rising:

Detainees are concerned about other people entering their room. They have not stated whether it is staff or other detainees. They are also concerned about the 'frequent' searching of their room.

Date issue was raised: 8th January 2014

Date complaint was received: 9th January 2014

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-00583
Date Received:	1/14/2014 12:54:15 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Community / Stakeholder & Detainee complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 13/14
GFU No:

Please specify the particular type of issue that detainee is rising:

Complaint in relation to previous Complaint No: 52/14 response from Serco- abusive behaviour and pink powder that was not allowed to be bought into the visits area.

Date issue was raised: 8th January 2014

Date complaint was received: 13th January 2014

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-00596
Date Received:	1/14/2014 2:09:01 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\Alleged Assault

Feedback:

GFU COMPLAINT NOTIFICATION

Community / Stakeholder & Detainee complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC C&S 16/14
GFU No:

Please specify the particular type of issue that detainee is rising:

Compliant in relation to previous Complaint 08/14 response from Serco- threats / assaults in regards to safety.

Date issue was raised: 11th January 2014

Date complaint was received: 13th January 2014

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-00667
Date Received:	1/15/2014 12:49:26 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION AND RESOLUTION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

ICSE No: 78557135888

MIDC Complaint No: MIDC 17/14

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant has complained about Serco officers' attitude towards him. He wanted Serco Officers to send his case file to his lawyer, but they were not allowed to do so. He claimed that Serco officers are talking to other people about his personal details.

Date issue was raised: 14th January 2014

Date complaint was received: 15th January 2014

Date issue was resolved: 15th January 2014

Summary and information about the resolution provide:

A Serco Manager has action this complaint.

The complainant was advised by the Serco Manager, that Serco Officers are not allowed to send to his case file to his lawyer. He has to place the file in envelope addressed to the lawyer, then the file will posted at his cost, or he can give the file to his DIBP case officer.

In regards to Serco Officers discussing his personal details with other people, this issue has been previously investigated by Serco Manager and the claim was found to be untrue.

This matter is now closed.

Has any action been taken to resolve the feedback? If yes please provide details.
As above.

Feedback Case Number:	IMMI-14-00728
Date Received:	1/16/2014 9:52:50 AM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

ICSE No: 78557135888

MIDC Complaint No: MIDC 19/14

GFU No: IMMI-14-00667

Please specify the particular type of issue that detainee is rising:

The Complainant has complained about an incident that occurred in the MIDC dinning room while the Complainant was attending to eat lunch. While waiting in line to receive his meal, a female began to abuse him and he alleged two Serco officers touched him unnecessarily and bullied him.

Date issue was raised: 13th January 2014

Date complaint was received: 16th January 2014

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.
As above.

Released by DIBP under the
Freedom of Information Act 1982

Feedback Case Number:	IMMI-14-02209
Date Received:	2/11/2014 12:21:23 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 27/14

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant has complained about a Serco Officer behaviour towards him when requested washing powder

Date issue was raised: 8th February 2014

Date complaint was received: 11th February 2014

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

Feedback Case Number:	IMMI-14-02316
Date Received:	2/12/2014 2:18:16 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 29/14

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant has complained about not receiving requested food from the kitchen and complained about a Serco Officers behaviour towards him and other detainees

Date issue was raised: 11th February 2014

Date complaint was received: 12th February 2014

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-02318
Date Received:	2/12/2014 2:33:59 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 30/14

GFU No:

Please specify the particular type of issue that detainee is rising:

The Complainant has complained that he fears for further repercussions from a Serco Officer.

Date issue was raised: 10th February 2014

Date complaint was received: 12th February 2014

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-02733
Date Received:	2/19/2014 2:43:45 PM
How Received:	Web Site
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour

Feedback:

GFU COMPLAINT NOTIFICATION

Detainee / Community complaint submitted by SERCO employee on behalf of Visitor at Maribyrnong Immigration Detention Centre.

For notification purposes only.

S. 47F(1)

MIDC Complaint No: MIDC 37/14

GFU No:

Please specify the particular type of issue that detainee is rising:

Complaint about a Serco officer.

Date issue was raised: 18th February 2014

Date complaint was received: 19th February 2014

Date issue was resolved: Open

Summary and information about the resolution provide:

A Serco Manager to action this complaint.

Has any action been taken to resolve the feedback? If yes please provide details.

As above.

Feedback Case Number:	IMMI-14-02776
Date Received:	2/20/2014 10:41:21 AM
How Received:	Phone
Case Type:	Complaint
Location:	Melbourne\Detention
Issue:	Detention\Maribyrnong IDC\DSP Behaviour
Feedback:	

Feedback Summary

S. 47F(1)

*** Client has no email address. Have provided client with case number as reference and she will contact 133 177 if she does not receive a response from RBA. ***

Are you providing this feedback on behalf of someone else - No

S. 47F(1)

GFU Analysis

Have you completed POI checks - Y

Have you attempted to de-escalate this feedback - n/a

Is client aware of GFU service standards - Y

Has feedback been classified as per client request - Y

Outcome

What outcome are you seeking - I want the police to investigate as this is life threatening