

## Officer Report

Name: s. 47F(1)

Position: CSO

Incident Heading: Inappropriate Assault

**INCIDENT DETAILS**

DATE	s. 47F(1)	APPROX TIME	2355	LOCATION	s. 47F(1)
Names and position of staff involved (if any)		Name(s) & ID Number of people in detention involved (if any)			
CSO s. 47F(1)					

I submit this report for your information.

Signed : (Electronically)  
s. 47F(1)

IN CONFIDENCE



Australian Government  
Department of Immigration  
and Border Protection

**Sensitive**  
**Incident Detail Report**

As at 09/10/2015

### Incident Summary

Incident Number:	1-2P58VSO	DIAC Notified:	s. 47F(1) 01:45:00 AM
Type:	Assault - Sexual	DIAC Notified By:	s. 47F(1)
Level:	Critical	DIAC Contact:	s. 22(1)(a)(ii)
Version:	4	Initial Release On:	s. 47F(1) 02:16:45 AM
Status:	Closed	Version Released On:	s. 47F(1) 08:12:19 AM
Location:	Wickham Point APOD	Transport ID:	
Occurred On:	s. 47F(1) 12:00:00 AM	Sensitive:	Y
Informed By:	Service Provider Staff	Summary:	Detainee allegedly touched a Serco officer s. 47F(1)
Informed On:	s. 47F(1) 01:30:00 AM	Organisation:	Serco
Location Details:	s. 47F(1)	CCTV Recording Number:	

### Participants

#### Client

Participation Type:	Alleged Offender	Client was armed:	N
Service Number:	s. 47F(1)	Interpreter:	Not Required
Family Name:		Interpreter Id:	N/A
Given Name(s):		TIS Job No:	N/A
Date of Birth:		Comments:	Detainee comprehension of English was sufficient for communication
Minor:	N		

### Incident Details

Version: 1 Created On: s. 47F(1) 01:50:18 AM Created By: s. 47F(1)

Description: At approximately 2400 hours Client Service Officer (CSO) s. 47F(1) alleged that detainee s. 47F(1) had touched him s. 47F(1). More information to follow. CSO s. 47F(1) is not registered for the DSP portal.

### Agencies Alerted

Version: 1 Contacted: 14/11/2014 12:25:00 AM


Report Generated by s. 22(1)(a)(ii) on Friday, 09/10/2015, 01:46 PM

Page 1 of 2

**Sensitive**

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Released by DIBP under the  
Freedom of Information Act 1982

 <p><b>Australian Government</b> <b>Department of Immigration and Border Protection</b></p>	<p><b>Sensitive</b></p> <p><b>Incident Detail Report</b></p> <p>As at 09/10/2015</p>	
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Agency Type:	State Police	Contacted By:	s. 47F(1)
Attending Officer:	N/A	Arrived On Site:	
Reference No:	s. 47F(1)	Departed Site:	
Description:	NT Police assistance Job number s. 47F(1)		

#### Attachments

File Name:	PIR IR 1-2P58VSO	File Date:	01/12/2014 04:01:29 PM
Comments:	PIR IR 1-2P58VSO Approved 26.11.14		

File Name:	13.11.14 s. 47F(1)	File Date:	s. 47F(1) 03:25:49 AM
Comments:	Officer report - CSO s. 47F(1)		

Report Generated by s. 22(1)(a)(ii) on Friday, 09/10/2015, 01:46 PM

Page 2 of 2

#### Sensitive

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# Post Incident Review – Wickham Point IDF

<b>Date of Review:</b>	<b>Date PIR required by DIBP:</b>		
s. 47F(1)	s. 47F(1)		
<b>Post Incident Audit:</b> (IAW Section 2.2.1 8.7 (a) (iii))			
<b>Incident Number:</b> 1-2P58VSO	<b>Incident Type:</b> Assault Sexual		<b>Critical:</b> <input checked="" type="checkbox"/> <b>Major:</b> <input type="checkbox"/> <b>Minor:</b> <input type="checkbox"/>
<b>DIBP verbally notified within required timeframes:</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/R <input type="checkbox"/> <b>Written report completed within timeframes:</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			
<b>Comments:</b> This incident has met all the required verbal & written reporting time			
<b>Did the Incident Report accurately describe the following:</b> (IAW Section 2.2.1 8.7 (a) (vi), (vii), (viii), (ix) & (x)). 1. The Incident Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> 2. The background of, and sequence of events leading to the Incident: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> 3. Participants in, and witnesses to, the Incident: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> 4. The resolution of the Incident Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> 5. Any follow up action that has been undertaken following the Incident: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> 6. Submit Incident Reports electronically using the SP Portal: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> 7. Finalise the IR in SP Portal once the Incident has been resolved: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> 8. Ensure finalised IR are of high quality and contain data integrity: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>			
<b>Comments:</b> This incident has now been closed as this matter of alleged sexual assault is under investigation by NT Police .			
<b>Post Incident Review:</b> (IAW Section 2.2.1 8.8 (a))			
<b>Brief Description of Incident:</b>			
At approximately 2400 hours Client Service Officer (CSO) s. 47F(1) alleged that detainee s. 47F(1) had touched him s. 47F(1)			
s. 47F(1)			
s. 47F(1). CSO s. 47F(1) reported the incident to Client Service Manager (CSM) s. 47F(1). CSO s. 47F(1) indicated that he wished to pursue assault charges against detainee s. 47F(1). Operations Manager (OM) s. 47F(1) contacted NT Police assistance at approximately 0025 hours and was provided with job number P s. 47F(1). No physical injuries were reported by CSO s. 47F(1) at the time. DIBP on call s. 22(1)(a)(ii) was notified at approximately 0015 hours. NT Police indicated that they would attend WPAPOD on s. 47F(1) in the evening to speak to CSO s. 47F(1).			
This incident is now under investigation by NT Police. As a result this incident is now considered closed.			
<b>Determine Cause &amp; Contributing Factors:</b>			
<ul style="list-style-type: none"> <li>Unknown</li> </ul>			

## Post Incident Review – Wickham Point IDF

**Analysis and Evaluation of Actions taken (including conduct):**

Staff acted in accordance to policy and procedure regarding Assault- Sexual.  
 Staff acted in accordance to policy & procedure regarding Assault -Sexual.  
 Staff acted in accordance to Mandatory reporting.  
 All time frames appear to be met.

**Identify Gaps in Procedures and/or Training: Nil**
**Any Changes to Processes, Procedures, Training: Nil**
**SRA Re-assessment:** (Completed after Incident (Disturbance) or information adversely impact ing on clients Disposition)

Detainee to Remain at Current Risk Rating ☒ Client re-assessed (SRA updated on Portal) ☐

**Justification:** (Where required)

**Comments: NIL**

Report Completed by: **s. 47F(1)**  
 (Print Name)

Signature: Electronically submitted

Date: **s. 47F(1)**

Recommendation	Risk Level	Action (what was done to ensure the recommendation has been actioned)	Date Closed

WPC002480

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## People in Detention Complaint Form

### Your Details (use BLOCK CAPITALS)

Name:	s. 47F(1)	
Number:		
Location:		
Date:		

Was this made as a Verbal complaint in the first instance? Yes ☐ No ☒

Have you spoken to anyone about your complaint? Yes ☐ No ☐

If yes, who did you speak to? .. s. 47F(1)

Is your complaint about a racial incident? Yes ☐ No ☒

Is your complaint about bullying? Yes ☒ No ☐

If you are using the confidential access procedure, why are you doing this?

.....

.....

.....

What is your complaint? (Continue on the back or on separate pages if necessary)

s. 47F(1)

.....

.....

s. 47F(1)

.....

s. 47F(1)

Signed .....

Date .....

### OFFICIAL USE ONLY

Authoriser: s. 47F(1)  
Version Date:  
Label:

Logged by: ..... s. 47F(1)  
Date Received: .....





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s. 47F(1)



s. 47F(1)

s. 47F(1)

s. 47F(1)



s. 47F(1)



s. 47F(1)



s. 47F(1)



s. 47F(1)



s. 47F(1)



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WPC002481

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## People in Detention Complaint Form

### Your Details (use BLOCK CAPITALS)

Name:	s. 47F(1)	
Number:		
Location:		
Date:		

Was this made as a Verbal complaint in the first instance? Yes ☒ No ☐

Have you spoken to anyone about your complaint? Yes ☒ No ☐

If yes, who did you speak to? ... s. 47F(1) ...

Is your complaint about a racial incident? Yes ☐ No ☒

Is your complaint about bullying? Yes ☒ No ☐

If you are using the confidential access procedure, why are you doing this?

s. 47F(1) .....  
.....  
.....

What is your complaint? (Continue on the back or on separate pages if necessary)

.....  
.....  
.....  
.....  
.....

What would you like to see done about your complaint?

s. 47F(1) .....  
.....  
.....  
.....  
.....

### OFFICIAL USE ONLY

s. 47F(1)

Authoriser: s. 47F(1)  
Version Date:  
Label:

Logged by: .....  
Date Received: .....





# People in Detention Complaint Form

## Your Details (use BLOCK CAPITALS)

Name:	
Number:	
Location:	
Date:	

Was this made as a Verbal complaint in the first instance? Yes ☐ No ☐

Have you spoken to anyone about your complaint? Yes ☐ No ☐

If yes, who did you speak to? .....

Is your complaint about a racial incident? Yes ☐ No ☐

Is your complaint about bullying? Yes ☐ No ☐

If you are using the confidential access procedure, why are you doing this?

.....  
 .....  
 .....

What is your complaint? (Continue on the back or on separate pages if necessary)

.....  
 .....  
 .....  
 .....  
 .....

What would you like to see done about your complaint?

.....  
 .....  
 .....  
 .....  
 .....

Signed ..... Date .....

## OFFICIAL USE ONLY

Authoriser:  
 Version Date:  
 Label:

s. 47F(1)

Logged by: .....  
 Date Received: .....

Doc ID: 1992  
 Version No.: 1.1

s. 22(1)(a)(ii)

---

**From:** s. 22(1)(a)  
**Sent:** s. 47F(1) 8:41 PM  
**To:** s. 22(1)(a)  
**Cc:** s. 22(1)(a)(ii)  
**Subject:** FW: Alleged Staff Breaches WPC002480 & WPC002481 [SIC] [DLM=Sensitive:Personal]

Hi s. 22(1)(a)(ii). Here are the allegations. Despite s. 47F(1) suspending the officer tonight and launching an investigation, I have asked s. 47F(1) refer the matter to police tomorrow morning. s. 47C(1)  
s. 47C(1) Regards. s. 22(1)(a)(ii)

s. 22(1)(a)(ii)  
Director - Detention Operations and Service Delivery  
Northern Territory Detention Facilities  
Department of Immigration and Border Protection  
Mobile: s. 22(1)(a)(ii)

-----Original Message-----

**From:** s. 22(1)(a)(ii)  
**Sent:** s. 47F(1) 01:53 PM AUS Eastern Standard Time



To: s. 22(1)(a)(ii)

Subject: FW: Alleged Staff Breaches WPC002480 & WPC002481 [SIC] [DLM=Sensitive:Personal]

Sensitive:Personal

Hi s. 22(1)(a)(ii)

I've got s. 22(1)(a)(ii) looking into this now. s. 47C(1) Just thought I'd let you know that it has just come in this morning.

Regards,

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Assistant Director, Service Delivery  
Department of Immigration and Border Protection  
Telephone: s. 22(1)(a)(ii)  
Mobile: s. 22(1)(a)(ii)  
Email: s. 22(1)(a)(ii)

Sensitive:Personal

---

From: s. 47F(1) (Serco Immigration Services) s. 47F(1)

Sent: s. 47F(1) 9:18 AM

To: s. 22(1)(a)(ii)

Cc: s. 47F(1)

s. 47F(1)

Subject: Alleged Staff Breaches WPC002480 & WPC002481 [SIC]

Importance: High

Classification: SERCO IN CONFIDENCE

Hi s. 22(1)(a)(ii)

Complaint No's: WPC002480 & WPC002481.

The attached complaint's refer to alleged Service Provider staff breach.

The details are as follows;

Complainant	s. 47F(1)
PiD ID	s. 47F(1)
Location	s. 47F(1)
Date Complaint Received	s. 47F(1) Complaint received
Serco Staff Member	Residential Officer

This complaint has been forwarded to Senior Management and HR for investigation and report.

A reminder to all to please keep the nature of these staff breaches in the strictest of confidence considering the allegations, besides the above included in the email no one else should be privy to this information.

Thank You.

s. 47F(1)

Compliance Officer – Serco Immigration Services  
Wickham Point Immigration Detention Facility  
1235 Channel Island Road, Wickham Point NT 0822



s. 47F(1)

s. 47F(1) [www.serco-ap.com.au](http://www.serco-ap.com.au)



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Registered office: Level 10, 90 Arthur Street, North Sydney, NSW 2060, Australia

s. 22(1)(a)(ii)

---

**From:** s. 22(1)(a)(ii)  
**Sent:** s. 47F(1) 6:28 PM  
**To:** s. 22(1)(a)(ii)  
**Cc:** s. 22(1)(a)(ii)  
**Subject:** RE: Alleged Staff Breaches WPC002480 & WPC002481 [SIC] [DLM=Sensitive:Personal]

Sensitive:Personal

s. 22(1)(a)(ii)

Can you send me the complaint when you have a chance. I wasn't in the earlier emails.

Thanks

s. 22(1)(a)(ii)

Sensitive:Personal

---

**From:** s. 22(1)(a)(ii)  
**Sent:** s. 47F(1) 6:00 PM  
**To:** s. 22(1)(a)(ii)

Cc: s. 22(1)(a)(ii)

Subject: RE: Alleged Staff Breaches WPC002480 & WPC002481 [SIC] [DLM=Sensitive:Personal]

s. 22(1)(a)(ii)

Already spoken with s. 47F(1). The culprit has already been identified and is on Nigh Shift tonight. s. 47F(1) be pulling him straight in tonight and suspending him immediately, pending the outcome of a formal investigation which he indicated would take a short time to complete, with the evidence already available substantiating serious code of conduct breaches, let alone any potential criminal charges being identified when referred to NTP.

Regards

s. 22(1)(a)(ii)

Sent with Good ([www.good.com](http://www.good.com))

-----Original Message-----

From: s. 22(1)(a)(ii)

Sent: s. 47F(1) 06:16 PM AUS Eastern Standard Time

To: s. 22(1)(a)(ii)

Cc: s. 22(1)(a)(ii)

Subject: RE: Alleged Staff Breaches WPC002480 & WPC002481 [SIC] [DLM=Sensitive:Personal]

Please request a formal investigation by Serco management - send to s. 47F(1) before he leaves this week so he can get it in train and set a date deadline and time that the report is to be with us. The report is to set out what action was taken to investigate, the findings of the investigation and any resulting action taken.

s. 47C(1)

Thanks. s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Director - Detention Operations and Service Delivery  
Northern Territory Detention Facilities  
Department of Immigration and Border Protection  
Mobile: s. 22(1)(a)(ii)

-----Original Message-----

From: s. 22(1)(a)(ii)

Sent: s. 47F(1) 01:53 PM AUS Eastern Standard Time

To: s. 22(1)(a)(ii)

Subject: FW: Alleged Staff Breaches WPC002480 & WPC002481 [SIC] [DLM=Sensitive:Personal]

Sensitive:Personal

Hi s. 22(1)(a)(ii)

I've got s. 22(1)(a)(ii) looking into this now. s. 47C(1) Just thought I'd let you know that it has just come in this morning.

Regards,

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Assistant Director, Service Delivery

Department of Immigration and Border Protection

Telephone: s. 22(1)(a)(ii)

Mobile: s. 22(1)(a)(ii)

Email: s. 22(1)(a)(ii)

Sensitive:Personal

---

**From:** s. 47F(1) (Serco Immigration Services) s. 47F(1)

**Sent:** s. 47F(1) 9:18 AM

**To:** s. 22(1)(a)(ii)

**Cc:** s. 47F(1)

s. 47F(1)

**Subject:** Alleged Staff Breaches WPC002480 & WPC002481 [SIC]

**Importance:** High

**Classification:** SERCO IN CONFIDENCE

Hi s. 22(1)(a)(ii)

Complaint No's: WPC002480 & WPC002481.

The attached complaint's refer to alleged Service Provider staff breach.

The details are as follows;

Complainant	s. 47F(1)
PiD ID	s. 47F(1)
Location	s. 47F(1)
Date Complaint Received	s. 47F(1) Complaint received
Serco Staff Member	Residential Officer

This complaint has been forwarded to Senior Management and HR for investigation and report.

**A reminder to all to please keep the nature of these staff breaches in the strictest of confidence considering the allegations, besides the above included in the email no one else should be privy to this information.**

Thank You.

---

s. 47F(1)

Compliance Officer – Serco Immigration Services

Wickham Point Immigration Detention Facility

1235 Channel Island Road, Wickham Point NT 0822

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s. 47F(1)

s. 47F(1)

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Registered office: Level 10, 90 Arthur Street, North Sydney, NSW 2060, Australia

Date

s. 47F(1)

PiD Name:

PiD No:

Room No:

Dear

s. 47F(1)

Follow-up to your Complaint.

We refer to your complaint number WPC002480, dated s. 47F(1)

Serco wish to advise you that due to the nature of the complaint, we are still conducting further investigations into your complaint.

We will update you with more information in due course.

Yours sincerely,

s. 47F(1)

Complaints Department

**Wickham Point Immigration Detention Facility**

PiD Acknowledgement	Serco s. 47F(1)
Signature	Signature s. 47F(1)
	Name
	Date



Date

s. 47F(1)

PiD Name:

PiD No:

Room No:

Dear

s. 47F(1)

Follow-up to your Complaint.

We refer to your complaint number WPC002481, dated 22.04.2015.

Serco wish to advise you that due to the nature of the complaint, we are still conducting further investigations into your complaint.

We will update you with more information in due course.

Yours sincerely,

s. 47F(1)

Complaints Department  
**Wickham Point Immigration Detention Facility**

PiD Acknowledgement	Serco C
Si	s. 47F(1)
	Signature
	Name
	Date

s. 22(1)(a)(ii)

---

**From:** s. 22(1)(a)(ii)  
**Sent:** s. 47F(1) 2:35 PM  
**To:** s. 22(1)(a)(ii)  
**Subject:** RE: 2 WP staff complaints (WPC2481; 2480) may escalate [SEC=UNCLASSIFIED]

Thanks s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Director - Detention Operations and Service Delivery  
Northern Territory Detention Facilities  
Department of Immigration and Border Protection  
Mobile: s. 22(1)(a)(ii)

-----Original Message-----

**From:** s. 22(1)(a)(ii)  
**Sent:** s. 47F(1) 02:11 PM AUS Eastern Standard Time  
**To:** s. 22(1)(a)(ii)  
**Subject:** FW: 2 WP staff complaints (WPC2481; 2480) may escalate [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii) ,

These two complaints were lodged by two separate female detainees with GFU on s. 47F(1) , and relate to one particular male Serco Staff member, who has been identified. This staff member was called in to Serco Management on the day the complaint was received, and suspended from duty immediately, pending the outcome of a formal investigation by Serco. This investigation is still underway, with both complainants having been formally interviewed by the Serco Investigation Officer.

Both complainants received an interim letter from Serco on s. 47F(1) , advising them of the progress of the investigation.

Serco Investigation Team will be formally interviewing the alleged offender tomorrow s. 47F(1) , and will prepare and submit an Investigation Report detailing their findings and recommendations to the Serco Centre Manager Wickham Point.

The matter was also referred to NT Police to determine whether any NT Criminal Offences may have been committed. It was made the subject of a formal referral. NT Police interviewed both female complainants who stated they did not wish for any Police action to be taken. As such no further action has been taken, nor intended to be taken by NT Police.

Due to the fact that the mandatory 10 working day period for resolution of these complaints has now expired, the matter will be automatically flagged with you (Regional Manager), and then to the FAS if not completed within 3 working days after that.

I have asked Serco to expedite the resolution of this matter, and have been advised that they intend finalising it by COB Friday.

Regards,

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Assistant Director, Service Delivery  
Department of Immigration and Border Protection  
Telephone: s. 22(1)(a)(ii)  
Mobile: s. 22(1)(a)(ii)  
Email: s. 22(1)(a)(ii)

UNCLASSIFIED

---

**From:** NT Complaints Detention  
**Sent:** s. 47F(1) 3:54 PM  
**To:** s. 22(1)(a)(ii)  
**Subject:** 2 WP staff complaints (WPC2481; 2480) may escalate [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii)

Please be advised there are two Serco staff breaches that may escalate soon as these are still under investigation.

DIBP Reference	Serco Reference	Due to escalate
IMMI-15-05733-1	WPC002481	s. 47F(1)

For your information.

*Kind regards*

s. 22(1)(a)(ii)

Service Delivery Officer  
Wickham Point Immigration Detention Facility  
Department of Immigration and Border Protection  
Telephone: s. 22(1)(a)(ii)

UNCLASSIFIED

---

**From:** s. 47F(1) (Serco Immigration Services) s. 47F(1)  
**Sent:** s. 47F(1) 3:38 PM  
**To:** s. 22(1)(a)(ii)  
**Cc:** NT Complaints Detention  
**Subject:** RE: Request for status on 2 x complaints (WPC2481;2480) [SEC=UNCLASSIFIED] [U]

Classification: UNCLASSIFIED

Hi s. 22(1)(a)(ii)

These two complaints are Staff Breaches and therefore are still under investigation for your reference, ta.

---

s. 47F(1)  
Compliance Officer – Serco Immigration Services  
Wickham Point Immigration Detention Facility  
1235 Channel Island Road, Wickham Point NT 0822  
s. 47F(1) [www.serco-ap.com.au](http://www.serco-ap.com.au)

---

**From:** s. 22(1)(a)(ii)  
**Sent:** s. 47F(1) 3:36 PM  
**To:** s. 47F(1) (Serco Immigration Services)  
**Cc:** DL,WPIDC Compliance (Serco Immigration Services); NT Complaints Detention  
**Subject:** Request for status on 2 x complaints (WPC2481;2480) [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 47F(1)

Can you please advise whether these complaints have since been resolved or are they still under investigation? As these complaints are due to escalate, your response would be highly appreciated.

IMMI Reference	WPC Reference
----------------	---------------

IMMI-15-05733-1	WPC002481
IMMI-15-05730-1	WPC002480

*Kind regards*

s. 22(1)(a)(ii)

Service Delivery Officer

Wickham Point Immigration Detention Facility

Department of Immigration and Border Protection

Telephone: s. 22(1)(a)(ii)

UNCLASSIFIED

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Registered office: Level 10, 90 Arthur Street, North Sydney, NSW 2060, Australia

s. 22(1)(a)(ii)

---

**From:** s. 22(1)(a)(ii)  
**Sent:** s. 47F(1) 2:35 PM  
**To:** s. 22(1)(a)(ii)  
**Subject:** RE: 2 WP staff complaints (WPC2481; 2480) may escalate [SEC=UNCLASSIFIED]

Thanks s. 22(1)(a)(ii)

s. 22(1)(a)(ii)  
Director - Detention Operations and Service Delivery  
Northern Territory Detention Facilities  
Department of Immigration and Border Protection  
Mobile: s. 22(1)(a)(ii)

-----Original Message-----

**From:** s. 22(1)(a)(ii)  
**Sent:** s. 47F(1) 02:11 PM AUS Eastern Standard Time  
**To:** s. 22(1)(a)(ii)  
**Subject:** FW: 2 WP staff complaints (WPC2481; 2480) may escalate [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii) ,

These two complaints were lodged by two separate female detainees with GFU on s. 47F(1), and relate to one particular male Serco Staff member, who has been identified. This staff member was called in to Serco Management on the day the complaint was received, and suspended from duty immediately, pending the outcome of a formal investigation by Serco. This investigation is still underway, with both complainants having been formally interviewed by the Serco Investigation Officer.

Both complainants received an interim letter from Serco on s. 47F(1), advising them of the progress of the investigation.

Serco Investigation Team will be formally interviewing the alleged offender tomorrow s. 47F(1), and will prepare and submit an Investigation Report detailing their findings and recommendations to the Serco Centre Manager Wickham Point.

The matter was also referred to NT Police to determine whether any NT Criminal Offences may have been committed. It was made the subject of a formal referral. NT Police interviewed both female complainants who stated they did not wish for any Police action to be taken. As such no further action has been taken, nor intended to be taken by NT Police.

Due to the fact that the mandatory 10 working day period for resolution of these complaints has now expired, the matter will be automatically flagged with you (Regional Manager), and then to the FAS if not completed within 3 working days after that.

I have asked Serco to expedite the resolution of this matter, and have been advised that they intend finalising it by COB Friday.

Regards,

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Assistant Director, Service Delivery  
Department of Immigration and Border Protection  
Telephone: s. 22(1)(a)(ii)  
Mobile: s. 22(1)(a)(ii)  
Email: s. 22(1)(a)(ii)

UNCLASSIFIED

---

**From:** NT Complaints Detention  
**Sent:** s. 47F(1) 3:54 PM  
**To:** s. 22(1)(a)(ii)  
**Subject:** 2 WP staff complaints (WPC2481; 2480) may escalate [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii)

Please be advised there are two Serco staff breaches that may escalate soon as these are still under investigation.

DIBP Reference	Serco Reference	Due to escalate
IMMI-15-05733-1	WPC002481	s. 47F(1)

For your information.

*Kind regards*

s. 22(1)(a)(ii)

Service Delivery Officer  
Wickham Point Immigration Detention Facility  
Department of Immigration and Border Protection  
Telephone: s. 22(1)(a)(ii)

UNCLASSIFIED

---

**From:** s. 47F(1) (Serco Immigration Services) s. 47F(1)  
**Sent:** s. 47F(1) 3:38 PM  
**To:** s. 22(1)(a)(ii)  
**Cc:** NT Complaints Detention  
**Subject:** RE: Request for status on 2 x complaints (WPC2481;2480) [SEC=UNCLASSIFIED] [U]

Classification: UNCLASSIFIED

Hi s. 22(1)(a)(ii)

These two complaints are Staff Breaches and therefore are still under investigation for your reference, ta.

---

s. 47F(1)

Compliance Officer – Serco Immigration Services  
Wickham Point Immigration Detention Facility  
1235 Channel Island Road, Wickham Point NT 0822

s. 47F(1)

[www.serco-ap.com.au](http://www.serco-ap.com.au)

---

**From:** s. 22(1)(a)(ii)  
**Sent:** s. 47F(1) 3:36 PM  
**To:** s. 47F(1) (Serco Immigration Services)  
**Cc:** DL,WPIDC Compliance (Serco Immigration Services); NT Complaints Detention  
**Subject:** Request for status on 2 x complaints (WPC2481;2480) [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 47F(1)

Can you please advise whether these complaints have since been resolved or are they still under investigation? As these complaints are due to escalate, your response would be highly appreciated.

IMMI Reference	WPC Reference
----------------	---------------



IMMI-15-05733-1	WPC002481
IMMI-15-05730-1	WPC002480

*Kind regards*

s. 22(1)(a)(ii)

Service Delivery Officer

Wickham Point Immigration Detention Facility

Department of Immigration and Border Protection

Telephone: s. 22(1)(a)(ii)

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s. 22(1)(a)(ii)

---

**From:** s. 47F(1) (Serco Immigration Services) s. 47F(1)  
**Sent:** s. 47F(1) 11:46 AM  
**To:** Feedback  
**Cc:** s. 22(1)(a)(ii)  
**Subject:** WPC002480 - IMMI-15-05730 & WPC002481 - IMMI-15-05733 [IC]  
**Importance:** High

**Classification:** IN CONFIDENCE

Good Morning,

Please be advised investigations for complaints WPC002480 – IMMI-15-05730 & WPC002481 – IMMI-15-05733 have now been completed and these reports have been submitted to Senior Management and HR today.

We anticipate a resolution letter to be given to detainees once these reports have been reviewed by HR and Senior Management, in the event a response is not produced by s. 47F(1) a second interim/update letter will be provided to both detainees.

Please find attached interim letters provided to both detainees advising complaints are still under investigation for your reference.

Released by DIBP under the  
Freedom of Information Act 1982

Thank you.

s. 47F(1)

Compliance Officer – Serco Immigration Services  
Wickham Point Immigration Detention Facility  
1235 Channel Island Road, Wickham Point NT 0822

s. 47F(1)

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Date s. 47F(1)

PiD Name:  
PiD No:  
Room No:

Dear s. 47F(1)

Follow-up to your Complaint.

We refer to your complaint number WPC002480, dated s. 47F(1)

Serco wish to advise you that due to the nature of the complaint, we are still conducting further investigations into your complaint.

We will update you with more information in due course.

Yours sincerely,

Complaints Department  
**Wickham Point Immigration Detention Facility**

PiD Acknowledgement	Serco s. 47F(1)
Signature s. 47F(1)	Signature
	Name
	Date

Date s. 47F(1)

PiD Name:

PiD No:

Room No:

Dear s. 47F(1)

Follow-up to your Complaint.

We refer to your complaint number WPC002481, dated 22.04.2015.

Serco wish to advise you that due to the nature of the complaint, we are still conducting further investigations into your complaint.

We will update you with more information in due course.

Yours sincerely,  
s. 47F(1)

Complaints Department  
**Wickham Point Immigration Detention Facility**

PiD Acknowledgement	Serco C s. 47F(1)
Si s. 47F(1)	Signature
	Name
	Date

s. 22(1)(a)(ii)

---

**From:** s. 47F(1) (Serco Immigration Services) s. 47F(1)  
**Sent:** s. 47F(1) 1:34 PM  
**To:** Feedback  
**Cc:** s. 22(1)(a)(ii)  
**Subject:** WPC002480 - IMMI-15-05730 & WPC002481 - IMMI-15-05733 [IC]

**Classification:** IN CONFIDENCE

Good Afternoon,

Please find attached interim letters provided to both detainees advising complaints are still under investigation for your reference.

Thank you.

---

s. 47F(1)  
Compliance Officer – Serco Immigration Services  
Wickham Point Immigration Detention Facility  
1235 Channel Island Road, Wickham Point NT 0822

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Serco Group Pty Limited. Registered in Australia. ACN 061 889 763.  
Registered office: Level 10, 90 Arthur Street, North Sydney, NSW 2060, Australia

Date s. 47F(1)

PiD Name:  
PiD No:  
Room No:

Dear s. 47F(1)

Follow-up to your Complaint.

We refer to your complaint number WPC002480, dated s. 47F(1)

Serco wish to advise you that due to the nature of the complaint, we are still conducting further investigations into your complaint.

We will update you with more information in due course.

Yours sincerely,  
s. 47F(1)

Complaints Department  
**Wickham Point Immigration Detention Facility**

PiD Acknowledgement	Serco Officer
Signature s. 47F(1)	Signature s. 47F(1)
	Name
	Date



Date s. 47F(1)

PiD Name:  
PiD No:  
Room No:

Dear s. 47F(1)

Follow-up to your Complaint.

We refer to your complaint number WPC002481, dated s. 47F(1)

Serco wish to advise you that due to the nature of the complaint, we are still conducting further investigations into your complaint.

We will update you with more information in due course.

Yours sincerely,

s. 47F(1)

Complaints Department  
**Wickham Point Immigration Detention Facility**

PiD Acknowledgement	Serco Officer
Signature s. 47F(1)	Signature s. 47F(1)
	Name
	Date .....

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s. 47F(1)

**serco**

Wickham Point Immigration Detention Facility  
1235 Chanel Island Road  
Wickham Point, NT 0822  
T 08 8919 8100  
www.serco.com

Date

s. 47F(1)

PiD Name:

PiD No:

Room No:

Dear

s. 47F(1)

Follow-up to your Complaint.

We refer to your complaint number WPC002481, dated 22.04.2015.

Serco wish to advise you that due to the nature of the complaint, we are still conducting further investigations into your complaint.

We will update you with more information in due course.

Yours sincerely,

s. 47F(1)

Complaints Department

Wickham Point Immigration Detention Facility

PiD Acknowledgement	Serco Officer
Signature s. 47F(1)	Signature
	Name
	Date ...../...../..... Time .....

WPC002481

att

s. 47F(1)

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## People in Detention Complaint Form

## Your Details (use B1)

Name:

Number:

Location:

Date:

Was this made as a Verbal complaint in the first instance? Yes ☒ No ☐Have you spoken to anyone about your complaint? Yes ☒ No ☐

If yes, who did you speak to? .....

Is your complaint about a racial incident? Yes ☐ No ☒Is your complaint about bullying? Yes ☒ No ☐

If you are using the confidential access procedure, why are you doing this?

s. 47F(1)

What is your complaint? (Continue on the back or on separate pages if necessary)

What would you like to see done about your complaint?

s. 47F(1)

## OFFICIAL USE ONLY

Logged by: .....

Date Received: .....

Authoriser:  
Version Date:  
Label:

s. 47F(1)

s. 47F(1)

1 of 1

B1





s. 22(1)(a)(ii)

-----Original Message-----

From: s. 22(1)(a)(ii)

Sent: s. 47F(1) 3:35 PM

To: s. 22(1)(a)(ii)

Cc: s. 22(1)(a)(ii)

Subject: FW: fax received relating to s. 47F(1)

[DLM=Sensitive:Personal]

Sensitive:Personal

Hi s. 22(1)(a)(ii)

I have been informed that all complaints relating to SERCO staff at WPIDC/WPAPOD are to be referred to yourself. Please advise if this is no longer the case.

Kind regards,

s. 22(1)(a)(ii)

Compliance Officer

Department of Immigration and Border Protection

Telephone: s. 22(1)(a)(ii)

Fax: s. 22(1)(a)(ii)

Email: s. 22(1)(a)(ii)

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-----Original Message-----

From: s. 22(1)(a)(ii)  
Sent: s. 47F(1) 3:18 PM  
To: s. 22(1)(a)(ii)  
Subject: fax received relating to s. 47F(1) [DLM=Sensitive:Personal]

Sensitive:Personal

Who do you think I should send this to?

Cheers,

s. 22(1)(a)(ii)

Client Services and Citizenship Team Leader Darwin Client Services and Citizenship Department of Immigration and Border Protection

Telephone: s. 22(1)(a)(ii) | Email: s. 22(1)(a)(ii)

Website: [www.immi.gov.au](http://www.immi.gov.au)

-----Original Message-----

From: s. 22(1)(a)(ii)  
Sent: s. 47F(1) 3:06 PM  
To: s. 22(1)(a)(ii)  
Subject: Scan Data from NTDAR-MFDLGQ3

Sent by: s. 22(1)(a)(ii) @IMMI.LOCAL s. 22(1)(a)(ii) Number of Images: 4 Attachment File Type: PDF


Device Name: NTDAR-MFDLGQ3

Device Location: Ground Floor - Darwin

Sensitive:Personal

Sensitive:Personal

Sensitive:Personal

 <b>Australian Government</b> <b>Department of Immigration and Border Protection</b>	<b>Sensitive</b> <b>Incident Detail Report</b>  As at 09/10/2015	
---	---	--

### Incident Summary

Incident Number:	1-3YVYAWS	DIAC Notified:	s. 47F(1)
Type:	Assault - Sexual	DIAC Notified By:	s. 47F(1)
Level:	Critical	DIAC Contact:	s. 22(1)(a)(ii)
Version:	2	Initial Release On:	s. 47F(1)
Status:	Closed	Version Released On:	s. 47F(1)
Location:	Wickham Point APOD	Transport ID:	
Occurred On:	s. 47F(1)	Sensitive:	Y
Informed By:	Service Provider Staff	Summary:	Detainee exposed of sexual nature during interview
Informed On:	s. 47F(1)	Organisation:	Serco
Location Details:	Interview IP 10, WPIDF	CCTV Recording Number:	

### Participants

#### Client

Participation Type:	Alleged Offender	Client was armed:	N
Service Number:	s. 47F(1)	Interpreter:	
Family Name:		Interpreter Id:	
Given Name(s):		TIS Job No:	
Date of Birth:		Comments:	
Minor:	N		

#### Staff

Family Name:	s. 47F(1)	Participation Type:	Alleged Victim
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		

#### Staff

Family Name:	s. 47F(1)	Participation Type:	Involved
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		

Report Generated by s. 22(1)(a)(ii)  
on Friday, 09/10/2015,  
01:43 PM


Page 1 of 3

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 <p><b>Australian Government</b> Department of Immigration and Border Protection</p>	<p><b>Sensitive</b></p> <p><b>Incident Detail Report</b></p> <p>As at 09/10/2015</p>	
---	--	--

**Staff**

Family Name:	s. 47F(1)	Participation Type:	Involved
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		

**Staff**

Family Name:	s. 47F(1)	Participation Type:	Involved
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		

**Incident Details**

Version: 2      Created On: s. 47F(1) PM      Created By: s. 47F(1)

Description: s. 47F(1)

[Redacted Description]

s. 47F(1) DIBP Duty on Call Manager s. 22(1)(a)(ii) was advised about the incident and Serco On call Manager s. 47F(1). More information follow


Report Generated by s. 22(1)(a)(ii) on Friday, 09/10/2015, 01:43 PM

Page 2 of 3

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---	--	--

#### Related Incidents

Incident Number:	1-3YTBI6F	Status:	Closed
Type:	Assault - Serious	Level:	Major
Location:	Wickham Point APOD	Occurred On:	s. 47F(1)

#### Attachments

File Name:	PIR IR 1-3YVYAWS	File Date:	s. 47F(1)
Comments:			

File Name:	s. 47F(1)	File Date:	s. 47F(1)
Comments:	Officer report from s. 47F(1)		

File Name:	Abusive_threatening officer_sexual assault_s. 47F(1)	File Date:	s. 47F(1)
Comments:	Officer report from CSO s. 47F(1)		

Report Generated by s. 22(1)(a)(ii)  
on Friday, 09/10/2015,  
01:43 PM

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## Officer Report Form

Subject of Report: Detainee s. 47F(1)

Officers name: s. 47F(1)

Date: s. 47F(1)

Time: 1055hrs

Center: WPIDC / APOD

Incident: Abusive, aggressive and threat to kill officer

Clients Involved	Client ID	Names of staff involved
s. 47F(1)	s. 47F(1)	s. 47F(1)

Details: Please provide all details – time, place, what was said/heard, what did you do/ what did others do/ what the outcome?

s. 47F(1)

s. 47F(1)

Signature: Electronically Submitted \_\_\_\_\_

Action taken:						
Feedback provided to staff	Yes	<input type="checkbox"/>	N	<input type="checkbox"/>	Signature:	

>Note any action taken on Client Personal File/Care Plan

Duty Manager Action

Action taken:
Signature

Please complete an Incident Report and attach this form.

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## Post Incident Review – Wickham Point IDF

<b>Date of Review:</b> s. 47F(1)		<b>Date PIR required by DIBP:</b> s. 47F(1)	
<b>Post Incident Audit:</b> (IAW Section 2.2.1 8.7 (a) (iii))			
<b>Incident Number:</b> 1-3YVYAWS	<b>Incident Type:</b> Assault Sexual	<b>Critical:</b> <input checked="" type="checkbox"/> <b>Major:</b> <input type="checkbox"/> <b>Minor:</b> <input type="checkbox"/>	
<b>DIBP verbally notified within required timeframes:</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/R <input type="checkbox"/>			
<b>Written report completed within timeframes:</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			
<b>Comments:</b> All verbal & written reports were in Timeframe			
<b>Did the Incident Report accurately describe the following:</b> (IAW Section 2.2.1 8.7 (a) (vi), (vii), (viii), (ix) & (x). 1. The Incident: 2. The background of, and sequence of events leading to the Incident: 3. Participants in, and witnesses to, the Incident: 4. The resolution of the Incident: 5. Any follow up action that has been undertaken following the Incident: 6. Submit Incident Reports electronically using the SP Portal: 7. Finalise the IR in SP Portal once the Incident has been resolved: 8. Ensure finalised IR are of high quality and contain data integrity:		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
<b>Comments:</b> This incident is now closed as s. 47F(1) been placed on a behavioural management plan and has since been relocated s. 47F(1). This incident is also under investigation with NT Police			
<b>Post Incident Review:</b> (IAW Section 2.2.1 8.8 (a))			
<b>Brief Description of Incident:</b>			

s. 47F(1)

**Determine Cause & Contributing Factors:**  
 Behavioural concerns – Anger Management

**Analysis and Evaluation of Actions taken (including conduct):**

Authoriser:

SERCO INTERNAL s. 47F(1)

Version Date: 15/12/11

Label: Post Incident Review

Doc ID:

Version No.: 1.0

58

## Post Incident Review – Wickham Point IDF

- Staff acted in accordance to policy and procedure regarding Self Harm Actual
- Staff acted in accordance to policy and procedure regarding Mental Health Assessment
- It appears all timeframes were met

**Identify Gaps in Procedures and/or Training: Nil**

**Any Changes to Processes, Procedures, Training: Nil**

**SRA Re-assessment:** (Completed after Incident (Disturbance) or information adversely impact ing on clients Disposition)

Detainee to Remain at Current Risk Rating ☒ Detainee re-assessed (SRA updated on Portal) ☐

**Justification:** (Where required)

**Comments:** Detainee is monitored as SME Moderate Imminent protocol.

Report Completed by: s. 47F(1)

Signature: via email

Date: s. 47F(1)

Recommendation	Risk Level	Action (what was done to ensure the recommendation has been actioned)	Date Closed

For-Official-Use-Only

---

**From:** s. 47F(1)  
**Sent:** Friday, s. 47F(1) 11:07 AM  
**To:** s. 47F(1); s. 22(1)(a)(ii)  
**Cc:** s. 47F(1)  
**Subject:** RE: s. 47F(1) Hearing - s. 47F(1) [DLM=For-Official-Use-Only]  
**Importance:** High

**For Official Use Only**

Hi s. 22(1)(a)(ii)

As discussed, I have just returned from s. 47F(1) mention at the Darwin Court of Summary Jurisdiction this morning before Magistrate s. 47F(1) where I applied for an adjournment of 3 to 4 weeks to allow ABF time for s. 47F(1) s. 47F(1) to be brought back to Darwin.

His Honour read the Statement that you sent me in relation to his travel s. 47F(1) (copy also provided to defence). He dismissed the application and ordered that ABF return him to Darwin for his hearing on s. 47F(1).

That is now an order of the court that the ABF make this happen.

I refer to our (s. 47F(1) and me) conversation a few minutes ago with you in which you informed us that no commercial nor charter flights are available for that happen and you have just confirmed this in writing. Accordingly (subject to our supervisor's approval of course) and in the circumstances of the case as discussed, what this Office intends to do is to withdraw the charge on s. 47F(1).

Kind regards



---

**From:** s. 47F(1)  
**Sent:** Friday, s. 47F(1) 5 8:07 AM  
**To:** 's. 22(1)(a)(ii)'  
**Cc:** s. 47F(1)  
**Subject:** RE: s. 47F(1) Hearing - s. 47F(1) [DLM=For-Official-Use-Only]

Hi s. 22(1)(a)(ii),

I have spoken to s. 47F(1) about this matter, most likely the case will be adjourn to late s. 47F(1)r.

Regards

s. 47F(1)

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**From:** s. 47F(1)  
**Sent:** Thursday, s. 47F(1) 8:14 AM  
**To:** s. 47F(1)  
**Subject:** RE: s. 47F(1) Hearing - s. 47F(1) [DLM=For-Official-Use-Only]

Good Morning s. 47F(1)

I have been advised by s. 47F(1) that they are not able to organise a charter to fly s. 47F(1) back to Darwin for the matter being heard next week. I was not aware that they would not be able to fly him back for next week and I apologise for the problems that this will cause.

Would there be any way that a video link could be utilised or the date moved to enable time to fly s. 47F(1) s. 47F(1) to Darwin?

Once again I apologise for this.

Kind Regards,

s. 22(1)(a)(ii)

-----Original Message-----

**From:** s. 47F(1)  
**Sent:** Wednesday, s. 47F(1) 05:09 PM AUS Eastern Standard Time  
**To:** s. 22(1)(a)(ii) s. 47F(1)



Cc: s. 47F(1)  
Subject: RE: s. 47F(1) Hearing - s. 47F(1) [DLM=For-Official-Use-Only]

**For Official Use Only**

Hi s. 47F(1)

Following further consideration of this matter, this Office will no longer be pursuing the option of having s. 47F(1) appear by video-link s. 47F(1) for his hearing on s. 47F(1).

Accordingly, please confirm that he will be attending the Darwin Court of Summary Jurisdiction in person on that day.

Kind regards

**CDPP**  
Australia's Federal Prosecution Service

s. 47F(1)  
Federal Prosecutor  
Commonwealth Director of Public Prosecutions

Direct line s. 47F(1)  
s. 47F(1)  
s. 47F(1)

[www.cdpp.gov.au](http://www.cdpp.gov.au)

Adelaide  
Brisbane  
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**Darwin**  
Hobart  
Melbourne  
Perth  
Sydney  
Townsville

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**From:** s. 22(1)(a)(ii)  
**Sent:** Tuesday, s. 47F(1) 1:12 PM  
**To:** s. 47F(1)  
**Cc:** s. 47F(1)  
**Subject:** RE: s. 47F(1) Hearing - s. 47F(1) [DLM=For-Official-Use-Only]

**For-Official-Use-Only**

Good Afternoon s. 47F(1)

Would a video link be suitable in this instance or will s. 47F(1) be required to appear in person?

Regards,

s. 22(1)(a)(ii)  
Security Liaison Officer  
Wickham Point Detention Facility  
Compliance and Detention Operations North | Strategic Border Command Central Region  
Australian Border Force  
s. 22(1)(a)(ii)

**For-Official-Use-Only**

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**From:** s. 47F(1)  
**Sent:** Tuesday, s. 47F(1) 8:01 AM  
**s. 22(1)(a)(ii)**  
**Subject:** FW: s. 47F(1) Hearing - s. 47F(1) [SEC=UNCLASSIFIED]

Morning s. 22(1)(a)(ii),

Can you make arrangements for s. 47F(1) to appear in court.

Regards

s. 47F(1)  
Special Operations Command | Northern Territory Police –Keeping People Safe  
Peter McAulay Centre, BERRIMAH, NT. 0828  
s. 47F(1) | [www.nt.gov.au/pfes](http://www.nt.gov.au/pfes)

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**From:** s. 47F(1)  
**Sent:** Monday, s. 47F(1) 4:28 PM  
**To:** s. 47F(1)  
**Cc:** s. 47F(1)  
**Subject:** RE: s. 47F(1) Hearing - s. 47F(1) [SEC=UNCLASSIFIED]

s. 47F(1)

The hearing is on s. 47F(1) and I am sorry for any inconvenience but the defendant will be required to attend.

Could you also arrange for the Disclosure documents in this matter to be forwarded to me so that this Office can fulfil its disclosure obligations to defence.

Kind regards

**CDPP**  
Australia's Federal Prosecution Service

s. 47F(1)  
Federal Prosecutor 2  
Commonwealth Director of Public Prosecutions

Direct line s. 47F(1)  
Fax s. 47F(1)  
s. 47F(1)

[www.cdpp.gov.au](http://www.cdpp.gov.au)

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Australian Government  
Department of Immigration  
and Border Protection

**Sensitive**  
**Incident Detail Report**

As at 09/10/2015

**Incident Summary**

Incident Number:	1-4EQMKC8	DIAC Notified:	s. 47F(1)	11:05:00 AM
Type:	Assault - Sexual	DIAC Notified By:	s. 47F(1)	
Level:	Critical	DIAC Contact:	s. 22(1)(a)(ii)	
Version:	3	Initial Release On:	s. 47F(1)	11:13:36 AM
Status:	Closed	Version Released On:	s. 47F(1)	08:20:20 AM
Location:	Wickham Point APOD	Transport ID:		
Occurred On:	s. 47F(1) 10:15:00 AM	Sensitive:	N	
Informed By:	Service Provider Staff	Summary:	Detainee exposed himself to Operations Manager	
Informed On:	s. 47F(1) 10:45:00 AM	Organisation:	Serco	
Location Details:	s. 47F(1)	CCTV Recording Number:		

**Participants**

**Client**

Participation Type:	Alleged Offender	Client was armed:	N
Service Number:	s. 47F(1)	Interpreter:	
Family Name:		Interpreter Id:	
Given Name(s):		TIS Job No:	
Date of Birth:		Comments:	
Minor:	N		

**Staff**

Family Name:	s. 47F(1)	Participation Type:	Involved
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		

**Staff**

Family Name:	s. 47F(1)	Participation Type:	Involved
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		


Report Generated by s. 22(1)(a)(ii)  
on Friday, 09/10/2015,  
01:33 PM

Page 1 of 3

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 <b>Australian Government</b> <b>Department of Immigration and Border Protection</b>	<b>Sensitive</b> <b>Incident Detail Report</b> As at 09/10/2015	
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#### Staff

Family Name:	s. 47F(1)	Participation Type:	Involved
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		

#### Staff

Family Name:	s. 47F(1)	Participation Type:	Involved
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		

#### Staff

Family Name:	s. 47F(1)	Participation Type:	Involved
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		

#### Staff

Family Name:	s. 47F(1)	Participation Type:	Involved
Given Name(s):		Job Title:	
Login:			
Organisation:	Default Organization		

#### Incident Details

Version: 3      Created On: s. 47F(1) 08:19:20 AM      Created By: s. 47F(1)

Description: This incident is updated by Operations Manager s. 47F(1). As this incident is refer to Northern Territory police for further investigation no more information is to follow and is considered closed.

Report Generated by s. 22(1)(a)(ii) on Friday, 09/10/2015, 01:33 PM

Page 2 of 3

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Australian Government  
Department of Immigration  
and Border Protection

**Sensitive**  
**Incident Detail Report**

As at 09/10/2015

Version: 2 Created On: s. 47F(1) 11:33:09 AM Created By: s. 47F(1)

Description: s. 47F(1)

s. 47F(1) Operations Manager s. contacted DIBP on call s. 22(1)(a) at 1035 hours and informed her of the situation, Serco on call s. was notified at 1045 hours. Operations Manager s. contacted NT Police with a Promis Number s. 47F(1) and informed them of the incident. This incident report will be updated as more information becomes available.

#### Agencies Alerted

Version: 2 Contacted: s. 47F(1) 10:50:00 AM  
Agency Type: State Police Contacted By: s. 47F(1)  
Attending Officer: Arrived On Site:  
Reference No: s. 47F(1) Departed Site:  
Description: Notified by OM s. 47F(1)

#### Attachments

File Name: PIR IR 1-4EQMKC8 File Date: 09/07/2015 09:08:18 AM  
Comments:

File Name: s. 47F(1) File Date: s. 47F(1) 12:36:09 PM  
Comments: Officers report CSM s. 47F(1)

Report Generated by s. 22(1)(a)(ii)  
on Friday, 09/10/2015,  
01:33 PM

Page 3 of 3

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# Officers Report

Facility	WPIDF	Date	s. 47F(1)
Subject of report	Sexual Abuse	Incident location	s. 47F(1)
Officer's name	s. 47F(1)	Position	CSM

## INCIDENT DETAILS

Date	s. 47F(1)	Approx. time	1015
Name(s) & ID no(s) of Detainees involved / who witnessed the incident (if any)		Name(s) and position(s) of staff involved / who witnessed the incident (if any)	
s. 47F(1)		CSM s. 47F(1)	

Please complete this report with a comprehensive narrative of your observations and any actions taken during the course of the incident. Please provide all details, including but not limited to:

- Time
- Place
- Why you were there
- What was said / heard
- What did others do / say
- What was the outcome

Once you have completed your report, please score through the rest of the available writing space.

s. 47F(1)

I submit this report for your information.

Date	s. 47F(1)	Time	1205
Print name	s. 47F(1)	Signature	Submitted Electronically





# Post Incident Review – Wickham Point IDF

Date of Review: s. 47F(1)		Date PIR required by DIBP: s. 47F(1)	
Post Incident Audit: (IAW Section 2.2.1 8.7 (a) (iii))			
Incident Number: 1-4EQMKC8		Incident Type: Assault Sexual	
DIBP verbally notified within required timeframes: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/R <input type="checkbox"/>		Critical: <input checked="" type="checkbox"/> Major: <input type="checkbox"/> Minor: <input type="checkbox"/>	
Written report completed within timeframes: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			
Comments: All verbal & written reports were in Timeframe			
Did the Incident Report accurately describe the following: (IAW Section 2.2.1 8.7 (a) (vi), (vii), (viii), (ix) & (x).)			
1. The Incident:		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
2. The background of, and sequence of events leading to the Incident:		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
3. Participants in, and witnesses to, the Incident:		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
4. The resolution of the Incident:		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
5. Any follow up action that has been undertaken following the Incident:		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
6. Submit Incident Reports electronically using the SP Portal:		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
7. Finalise the IR in SP Portal once the Incident has been resolved:		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
8. Ensure finalised IR are of high quality and contain data integrity:		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
Comments: This incident is refer to NT police for further investigation			
Post Incident Review: (IAW Section 2.2.1 8.8 (a))			
Brief Description of Incident:			
s. 47F(1)			
s. 47F(1)			
<p>Manager s. 47F(1) contacted DIBP on call s. 22(1)(a)(ii) at 1035 hours and informed her of the situation, Serco on call s. 47F(1) was notified at 1045 hours. Operations Manager s. 47F(1) contacted NT Police with a Promise Number s. 47F(1) and informed them of the incident.</p>			
<p><b>Determine Cause &amp; Contributing Factors:</b> Behavioural concerns – non-complaint</p>			
<p><b>Analysis and Evaluation of Actions taken (including conduct):</b></p> <ul style="list-style-type: none"> <li>Staff acted in accordance to policy &amp; procedure regarding Sexual assault</li> <li>Staff acted in accordance to policy and procedure regarding Mental Health Assessment</li> <li>Staff acted in accordance to policy &amp; procedure regarding Sexual assault</li> <li>It appears all timeframes were met</li> </ul>			

Authoriser:

SERCO INTERNAL s. 47F(1)

Version Date: 15/12/11

Label: Post Incident Review

Doc ID:

Version No.: 1.0 70

## Post Incident Review – Wickham Point IDF

**Identify Gaps in Procedures and/or Training:** Nil

**Any Changes to Processes, Procedures, Training:** Nil

**SRA Re-assessment:** (Completed after Incident (Disturbance) or information adversely impact ing on clients Disposition)

Detainee to Remain at Current Risk Rating ☒ Detainee re-assessed (SRA updated on Portal) ☐

**Justification:** (Where required)

**Comments:** NT Police were contacted, job number s. 47F(1) . NT Police investigation ongoing. Incident closed as a result.

s. 47F(1) is not placed on MBP.

Report Completed by: s. 47F(1)

Signature: via email

Date: s. 47F(1)

Recommendation	Risk Level	Action (what was done to ensure the recommendation has been <b>actioned</b> )	Date Closed