

From: Vicki LUDWIG
To: [MATHEW Susan](#); [§ 47F](#); [CONNELL Jenet](#)
Cc: [§ 47F](#); [DCR Div Support](#); [§ 47F](#); [GEDDES Linda](#); [WOODFORD-SMITH Kingsley](#)
Subject: RE: For your information: QTB on Nauru Files [DLM=For-Official-Use-Only]
Date: Monday, 12 September 2016 10:58:30 AM
Attachments: [image001.png](#)

For-Official-Use-Only

Hi Susan

The 8000 figure is a combined total for all offshore processing ie Manus and Nauru not just for Nauru.

For-Official-Use-Only

From: Susan MATHEW
Sent: Monday, 12 September 2016 10:56 AM
To: [§ 47F](#); Jenet CONNELL
Cc: [§ 47F](#); [DCR Div Support](#); Vicki LUDWIG; [§ 47F](#); Kingsley WOODFORD-SMITH
Subject: RE: For your information: QTB on Nauru Files [DLM=For-Official-Use-Only]

For-Official-Use-Only

Thanks [§ 47F](#).

The 4,800 is quite different to the 8,00 to 8,500 we had before. Do you know where the latter numbers came from?

s

Susan Mathew
Assistant Secretary
Ministerial, Parliamentary and Communication Branch | Executive Division
Policy Group
Department of Immigration and Border Protection
P: 02 6264 2058 | M: [§ 47F](#)
E: susan.mathew@border.gov.au

For-Official-Use-Only

From: [§ 47F](#)
Sent: Monday, 12 September 2016 9:52 AM
To: Susan MATHEW; Jenet CONNELL
Cc: [§ 47F](#); [DCR Div Support](#); Vicki LUDWIG; [§ 47F](#); Kingsley WOODFORD-SMITH
Subject: For your information: QTB on Nauru Files [DLM=For-Official-Use-Only]

For-Official-Use-Only

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under the Freedom of Information Act 1982

Hi Susan, Jenet

For your information, please see attached the current version of the Nauru Files QTB. We adjusted the total number of to reflect the number of incidents in Nauru only (ie to exclude the Manus incidents). The total number of incidents in Nauru is approximately 4,800.

Kind regards

s 47F

~~~~~  
s 47F

A/g Director, Governance and Command Support Section  
Detention Compliance and Removals Division

Operations Group  
Australian Border Force

P: s 47F | s 47F

Group email: [DCR.Div.Support@border.gov.au](mailto:DCR.Div.Support@border.gov.au)

Email: s 47F@border.gov.au

**For-Official-Use-Only**

---

**From:** Susan MATHEW  
**Sent:** Friday, 9 September 2016 2:38 PM  
**To:** Jenet CONNELL; s 47F  
**Cc:** s 47F; DCR Div Support; Vicki LUDWIG; Robyn MILLER; s 47F  
s 47F Linda GEDDES  
**Subject:** RE: Urgent: QTB on Nauru Files [DLM=For-Official-Use-Only]

**For-Official-Use-Only**

Hi Vicki,

Could you pls make the following additions to the Nauru QTB. This has been drafted with DSSRG

Thanks susan

If asked about incidents in Nauru, other than the 2100 incidents revealed by the Guardian:

Since November 2014 all incident reports are being recorded on a single system. This is around 8-8,500 incidents to-date. This data will be interrogated with a view to ensuring that the all incidents have been managed appropriately.

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If asked what the department is doing to ensure the integrity of the incident management system

The department has considered our incident management processes which have been in place from the inception of the RPCs. These processes have been improved in response to past external reviews, and the department continues to look for ways to improve the processes on an ongoing basis.

Susan Mathew  
Assistant Secretary  
Ministerial, Parliamentary and Communication Branch | Executive Division  
Policy Group  
Department of Immigration and Border Protection  
P: 02 6264 2058 | M: s 47F  
E: [susan.mathew@border.gov.au](mailto:susan.mathew@border.gov.au)

For-Official-Use-Only

---

**From:** Jenet CONNELL  
**Sent:** Friday, 9 September 2016 10:19 AM  
**To:** s 47F; Susan MATHEW  
**Cc:** s 47F; DCR Div Support; Vicki LUDWIG; Robyn MILLER; s 47F; s 47F  
**Subject:** RE: Urgent: QTB on Nauru Files [DLM=For-Official-Use-Only]  
**Importance:** High

For-Official-Use-Only

Susan,

I don't think "next steps" really fits in with this QTB, which is appropriately focused on the "Nauru Files".

We are doing a separate brief for the Minister on the outcomes of our brief review into the incident management processes for both RPCs, including next steps.

Subsequently, no input from me. I think it reads very well and is comprehensive enough as it stands.

Let me know urgently if you are under a different instruction [from the Sec].

Jenet Connell  
Deputy Secretary|Strategic Reform Group  
Department of Immigration and Border Protection  
P: 02 6198 7448 | M: s 47F  
E: [jenet.connell@border.gov.au](mailto:jenet.connell@border.gov.au)

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---

**From:** s 47F  
**Sent:** Friday, 9 September 2016 9:23 AM  
**To:** s 47F  
**Cc:** s 47F; DCR Div Support; Vicki LUDWIG; Robyn MILLER  
**Subject:** FW: Urgent: QTB on Nauru Files [DLM=For-Official-Use-Only]  
**Importance:** High

For-Official-Use-Only

Hi s

As discussed, please see attached the Nauru Files QTB.

We received an email yesterday evening from s 47F advising that the Secretary has requested the Nauru Files QTB **by midday today**.

We were further advised that DS Connell will also need to update the QTB.

We have updated the QTB as at today, but have not sought clearances from CMDR or A/g AC. We thought due to the short timeframe it would be preferable to forward to DS Connell's office for input and then the QTB to be returned to us for clearances and uploading to PDMS per usual processes.

Happy to discuss

Kind regards

s 47F

~~~~~

s 47F
A/g Director, Governance and Command Support Section
Detention Compliance and Removals Division

Operations Group
Australian Border Force

P: s 47F | M: s 47F

Group email: DCR.Div.Support@border.gov.au
Email: s 47F@border.gov.au

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under the Freedom of Information Act 1982

From: s 47F
Sent: Thursday, 8 September 2016 5:22 PM
To: Robyn MILLER; Vicki LUDWIG
Cc: s 47F
Subject: FW: Urgent: QTB on Nauru Files [DLM=For-Official-Use-Only]
Importance: High

For-Official-Use-Only

FYI

I'll work with s 47F in the morning to put in the required updates.

Thanks

s 47F

s 47F
Executive Officer to Robyn Miller | A/Assistant Commissioner
Detention, Compliance and Removals Division
Operations Group
Australian Border Force
P: s 47F | s 47F
E: s 47F @border.gov.au



For-Official-Use-Only

From: s 47F
Sent: Thursday, 8 September 2016 5:14 PM
To: s 47F
Cc: DCR Div Support; QTB Mailbox; s 47F
Subject: Urgent: QTB on Nauru Files [DLM=For-Official-Use-Only]
Importance: High

For-Official-Use-Only

Hi s 47F

A discussed, Secretary has asked for the QTB on the Nauru Files to be included as a brief for a meeting he has with Shadow Minister Shayne Neumann (on Monday 12 Sept).

Secretary has asked that the QTB include the further work that Vicki Ludwig, and Jenet Connell are doing on this issue.

Jenet is aware she will need to provide input to the QTB and has asked that Vicki/whoever is writing the brief go direct to her office for input.

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under the Freedom of Information Act 1982

We need the updated QTB by Midday tomorrow at the latest – my apologies for the short turnaround time.

Please let me know if you have any questions.

Thanks

s 47F

s 47F

Assistant Director Parliamentary
Ministerial, Parliamentary and Communication Branch
Executive Division | Policy Group
Department of Immigration and Border Protection
P: s 47F s 47F
E: s 47F @border.gov.au

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From: Vicki LUDWIG
To: s 47F; Susan MATHEW; Jenet CONNELL
Cc: s 47F; DCR Div Support; Robyn MILLER; s 47F; s 47F; Linda
Subject: RE: Urgent: QTB on Nauru Files [DLM=For-Official-Use-Only]
Date: Friday, 9 September 2016 3:29:20 PM
Attachments: [image001.png](#)

For-Official-Use-Only

Thanks s 47F

For-Official-Use-Only

From: s 47F
Sent: Friday, 9 September 2016 2:59 PM
To: Susan MATHEW; Jenet CONNELL
Cc: s 47F; DCR Div Support; Vicki LUDWIG; Robyn MILLER; s 47F; s 47F; Linda GEDDES
Subject: RE: Urgent: QTB on Nauru Files [DLM=For-Official-Use-Only]

For-Official-Use-Only

Dear All

Please see attached revised version of the Nauru Files QTB, incorporating the input provided by Susan/DSSRG.

I have uploaded it to PDMS.

Kind regards

s 47F

~~~~~  
s 47F

A/g Director, Governance and Command Support Section  
Detention Compliance and Removals Division

Operations Group  
Australian Border Force

P: s 47F | M: s 47F

Group email: [DCR.Div.Support@border.gov.au](mailto:DCR.Div.Support@border.gov.au)  
Email: s 47F@border.gov.au

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**Sent:** Friday, 9 September 2016 2:38 PM  
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Susan Mathew  
Assistant Secretary  
Ministerial, Parliamentary and Communication Branch | Executive Division  
Policy Group  
Department of Immigration and Border Protection  
P: 02 6264 2058 | M: s 47F  
E: [susan.mathew@border.gov.au](mailto:susan.mathew@border.gov.au)

For-Official-Use-Only

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**Sent:** Friday, 9 September 2016 10:19 AM  
**To:** s 47F; Susan MATHEW  
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**Subject:** RE: Urgent: QTB on Nauru Files [DLM=For-Official-Use-Only]  
**Importance:** High

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Jenet Connell  
Deputy Secretary|Strategic Reform Group  
Department of Immigration and Border Protection  
P: 02 6198 7448 | M: s 47F  
E: [jenet.connell@border.gov.au](mailto:jenet.connell@border.gov.au)

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**To:** s 47F  
**Cc:** s 47F; DCR Div Support; Vicki LUDWIG; Robyn MILLER  
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Kind regards

s 47F

~~~~~

s 47F

A/g Director, Governance and Command Support Section
Detention Compliance and Removals Division

Operations Group
Australian Border Force

s 47F

Group email: DCR.Div.Support@border.gov.au
Email: s 47F@border.gov.au

For-Official-Use-Only

From: s 47F
Sent: Thursday, 8 September 2016 5:22 PM
To: Robyn MILLER; Vicki LUDWIG
Cc: s 47F
Subject: FW: Urgent: OTB on Nauru Files [DLM=For-Official-Use-Only]
Importance: High

For-Official-Use-Only

FYI

I'll work with s 47F in the morning to put in the required updates.

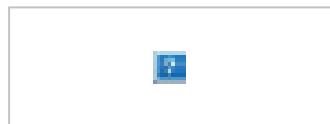
Thanks

s 47F

s 47F

Executive Officer to Robyn Miller | A/Assistant Commissioner
Detention, Compliance and Removals Division
Operations Group
Australian Border Force

P: s 47F s 47F
E: s 47F@border.gov.au



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From: s 47F
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To: s 47F
Cc: DCR Div Support; QTB Mailbox; s 47F
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We need the updated QTB by Midday tomorrow at the latest – my apologies for the short turnaround time.

Please let me know if you have any questions.

Thanks

s 47F

[Redacted]
Assistant Director Parliamentary
Ministerial, Parliamentary and Communication Branch
Executive Division | Policy Group
Department of Immigration and Border Protection
P: s 47F | s 47F
E: s 47F @border.gov.au

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From: Kingsley WOODFORD-SMITH
To: s 47F
Cc: Vicki LUDWIG; s 47F
Subject: RE: Nauru Files Sexual Assaults [SEC=PROTECTED]
Date: Sunday, 9 October 2016 9:25:51 AM
Attachments: [image001.jpg](#)

Thanks s 47F great work. I will discuss with Ca on Monday re approach. I just want to ensure we just don't pick and choose to suit an outcome.

Thanks and regards

Kingsley Woodford-Smith
Assistant Commissioner Detention Compliance and Removals.
Operations Group
Australian Border Force
P: (02) 6275 6846 | M s 47F
E: kingsley.woodford-smith@border.gov.au

From: s 47F
Sent: 8/10/2016 16:00
To: WOODFORD-SMITH Kingsley
Cc: LUDWIG Vicki; s 47F
Subject: Nauru Files Sexual Assaults [SEC=PROTECTED]

Kingsley

As discussed and requested regarding the Nauru Files sexual assaults, I have worked with the team and cross checked / assessed information to determine any instances where incidents may not have been included in previous estimates reporting.

Below is a summary of these efforts.

- 22 of the Guardian documents described as sexual assaults.
- 10 of these 22 were already included in previous estimates reporting
- Of the remaining 12:
 - 1 of the 12 is related to a same incident (which is already included in the 10), hence the 22 reports only cover 21 actual events or incidents
 - 1 relates to an argument between two parents regarding spreading of rumours about sexual activity between respective children (17yr male and 22 yr old female) – SCA140056. This incident would not be of a type reported as a sexual assault in our estimates brief
 - 2 relate to harassment or assault against service provider staff (SCA140130 and SCA140323). They would be captured in our systems as a sexual assault incident, but just not in the list for estimates as that is specific to transferees and refugees
 - 2 have very scant information or no identifiers of individuals (SCA140490 and SCA131021) and appear to relate to children playing games that include

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exposing genitals. These would not be included in the list to estimates as not a sexual assault per se based on the information

- 2 categorised by Guardian as sexual assault, but the actual information report doesn't classify as sexual assault (anti-social behaviour / bullying and harassment). Would likely fall into an assault or bullying category vs. sexual assault and accordingly wouldn't have been included in the estimates lists. (SCA140490 and SCA140613)
- 4 fall within the category of not having had information holdings within Departmental records hence not reported as part of estimates. If we were aware, then probably would have been included in the estimates briefing / spreadsheet:
 - SCA140604 – allegation of refugee sexually harassing Nauruan female with phone calls
 - SCA140715 – allegation of IHMS worker behaving inappropriately
 - SCA140815 – allegation of sexual favours needed in order to receive extra shower time
 - SCA141017 – service provider staff requests for sex and taking photo

Please let me know if you want us to include the 4 into the relevant briefing

Below doesn't have a pdf attachment

cid:image002.jpg@01D220B1.75B4F760



Regards

s 47F

Programme Coordinator Manus
Offshore Operational Coordination | Detention, Compliance and Removals Division
Australian Border Force

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Mobile: +s 47F [REDACTED]
E-mail: s 47F [REDACTED]@border.gov.au

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From: s 47F
To: s 47F; Vicki LUDWIG; s 47F;
s 47F
Cc: s 47F
Subject: RE: Master Nauru Compiled 07/09/2016 [DLM=Sensitive]
Date: Wednesday, 7 September 2016 4:02:00 PM
Attachments: [Copy of Master Compiled 7-9 4pm.xlsx](#)
[Action Taken Stats & Table for KWS 7-9 4pm.docx](#)

Sensitive

Good afternoon

Please find attached the current stats.

Thank you

Regards,

s 47F
Detention, Regional Processing and Community Reporting
Community Operations | Children, Community and Settlement Services
Support Group
Australian Border Force
P: s 47F
E: s 47F @border.gov.au

Sensitive

From: s 47F
Sent: Wednesday, 7 September 2016 3:05 PM
To: s 47F
Cc: s 47F; s 47F; s 47F; s 47F; s 47F; s 47F
s 47F
Subject: Master Nauru Compiled 07/09/2016 [DLM=Sensitive]

Sensitive

Hi all

Please find attached the Master Nauru Compiled for today, Wednesday 7 September 2016.

Kind Regards

s 47F
Senior Border Force Officer | Offshore Operational Coordination
Offshore Operational Coordination Branch
Detention, Compliance and Removals Division
Operations Group | Australian Border Force
Department of Immigration and Border Protection
Telephone: s 47F

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Email s 47F [@border.gov.au](mailto:s 47F@border.gov.au)

Sensitive

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under the *Freedom of Information Act 1982*

From: Vicki LUDWIG
To: s 47F WOODFORD-SMITH Kingsley
Cc: s 47F WOODFORD-SMITH Kingsley; s 47F
Subject: RE: Nauru Files, KPMG, Hudsons and ABF people and project completion [SEC=PROTECTED]
Date: Monday, 12 September 2016 4:23:30 PM
Attachments: image001.jpg

~~PROTECTED~~

Thanks s 47F

I have included KWS as an action addressee as we were discussing these issues today and this will give him context.

KWS as discussed, I'm in favour of keeping the Hudson team for the month extension at least so we have some staff to HO to Jenet once you have a confirmed date. Otherwise they could help with other tasks across the Branch when we are all stretched.

Happy to discuss.

Kind regards
Vicki

~~PROTECTED~~

From: s 47F
Sent: Monday, 12 September 2016 1:59 PM
To: Vicki LUDWIG
Cc: s 47F; Kingsley WOODFORD-SMITH
Subject: Nauru Files, KPMG, Hudsons and ABF people and project completion [SEC=PROTECTED]

~~PROTECTED~~

Hi Vicki

I would have written sooner following the meeting with Jenet last Wednesday, apologies as s 47F individual illness took a toll on me s 47F.

The outcomes of last Wednesday's meeting are as below, I am working today to provide a snap shot analysis (see email below) to Jenet of workload for the Nauru Files with a little commentary on the challenges in pulling together the information. I hope to do this by today.

- An important thing to note is that there was no discussion about when or to whom this IT solution project would be handed to. Accordingly, there are some crucial matters that require consideration and maybe decision by Ops.

Pretty much everyone here will see their tenure with this project concludes at end next week (Myself, s 47F, KPMG and Hudsons). I am also on training for three days this week from tomorrow.

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I am out of office for s 47F leave from next Wednesday afternoon (22 Sep). As you are aware, there's likely structural changes in my branch that may impact me and I am on leave week 3 October. As such my availability to assist beyond mid next week is limited.

The project, as it stands, is in a strong and effective position. However, this continued success is reliant on the following:

- The Nauru Files project will be handed back to Ops at end next week(ish) as no other option is presented.
- We have been working to hand the Tableau tool and related documents to s 47F team as it is expected that this operational questions will be directed to the Ops area for response into the future (regardless of who this longer term project goes to). Accordingly, s 47F are being trained to manage the ongoing aspect of the spreadsheet and Tableau (as requested by s 47F)
- Noting that it wasn't possible to catch people last week, I have asked s 47F to arrange a Tableau presentation to you and Kingsley for this week and I understand KPMG will provide this to you both on Wednesday. This will be pretty much the final chance to insert any changes into Tableau before contract end.
 - The KPMG contract will expire next week meaning that s 47F need to leverage as much time and information from KPMG until KPMG departs to ensure the best soft-handover possible. I do not think that s 47F team will be in a position to support this work, as such s 47F become critical success factors. There appears to be no view to continue KPMG for larger/broader projects related to Nauru Files.
 - The Ops team have queried the ongoing safety and security of the spreadsheet and Tableau. The security arrangements for these tools will be no different than that held on local electronic folders and security access controls applied by Ops once the material is held by them.
 - The hand-off to Ops will also include KPMG contract management.
 - KPMG will work to ensure key personnel in s 47F team can respond to the ongoing issue of the Nauru Files in the RRAT, but that aspect of this project belongs to that team.
- The Hudsons personnel tenure will expire end next week for the five team members. Unless something is identified for these contractors I can't see a need for them to continue beyond next week (we have one 1xmonth contract extension available) and noting that we're hoping to bulk-upload Nauru Files into POMS for longer term work by s 47F team into the RRAT. Ops may want to consider keeping some or all three on-board beyond end-next-week on other tasks, this is an option.
 - If the bulk-upload is not able to be achieved then a decision on the Hudsons staff needs to be made, including to whom they will report. We will know in the next

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few days on the success of this. If this fails (unexpected) then at most only three of the five Hudsons personnel would require continuation (noting that I expect work would be some data loading and quality assurance etc anyway).

- o The hand-off to Ops will also include Hudsons contract management.
- The broader agency response to the Nauru Files is not something I have been briefed on, as such I have no commentary/update to provide in that space.
- Noting your schedule I will leave it to you to decide if you want a meeting with me or a hand-over discussion next week. Failing that I will provide an email similar to this.

If this isn't clear in any way, or I haven't addressed an area of interest to you please let me know

s 47F

Director
Stakeholder Engagement, Strategic Planning & Analysis
Detention Estate Management Branch

[Australian Border Force](#)

P: s 47F

E: s 47F@border.gov.au

W: <https://www.border.gov.au/>

logo



From: Jenet CONNELL
Sent: Friday, 9 September 2016 9:28 AM
To: s 47F
Cc: s 47F; Cindy BRISCOE
Subject: RE: FOR ACTION: Incident management data set [SEC=PROTECTED, DLM=Sensitive] [SEC=UNCLASSIFIED]

Thanks s 47F

Jenet Connell
Deputy Secretary
Strategic Reform Group

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

From: s 47F
Sent: Friday, September 09, 2016 07:11 AM AUS Eastern Standard Time
To: Jenet CONNELL; s 47F
Cc: s 47F; Cindy BRISCOE
Subject: RE: FOR ACTION: Incident management data set [SEC=PROTECTED, DLM=Sensitive] [SEC=UNCLASSIFIED]

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Jenet

Understood and agreed - I will work to get you the lessons learned early next week

s 47F

Sent with Good (www.good.com)

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

From: Jenet CONNELL

Sent: Thursday, September 08, 2016 05:33 PM AUS Eastern Standard Time

To: s 47F

Cc: s 47F

Cindy BRISCOE

Subject: FOR ACTION: Incident management data set [SEC=PROTECTED, DLM=Sensitive]

PROTECTED, Sensitive

Colleagues,

To recap on our meeting of yesterday, I feel there are some key questions that we need to seek to answer before tasking any major effort in relation to the creation of a *single data set of all incidents reported/logged on Nauru and Manus Island from their date of inception*.

1. What **incident data holdings** does the Department currently have; what 'condition' is the data in, and to what level of detail and confidence can it be queried and reported on?
2. What **systems or tools** are available to query the data and generate useful statistical reports?
3. What would it require to **consolidate** all incident data (from the respective "Day 1"s) into a format from which reports and high level analysis could be conducted?
4. What can we learn and **extrapolate** from the work being undertaken on behalf of the Regional Processing Taskforce in the Policy Group in response to the so-called *Guardian Files* for the purpose of creating a complete data set and the ability to interrogate that data?
5. What are our **options** for a longer term, single data set solution?

Have I missed or misinterpreted anything?

In terms of who's doing what, my understanding is as follows:

WHAT	WHO	BY WHEN
Identifying what data holdings we have	ICT Division s 47F	TBA
Systems and tools available	Detention Services KPMG/s 47F	Completed? Landed on RRAT? Tableau?
Consolidation effort	ICT Division s 47F	TBA - may draw on extrapolation effort below
Lessons learned +	s 47F	TBA

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extrapolation	s 47F	
Options	All	Subject of a future discussion once above has been finalised

Please **advise ASAP** if you agree/disagree/have more detail or suggestions to offer.

In the meantime, we are drafting a minute to the Secretary and the Commissioner that would set out the above and seek their guidance and risk tolerance to inform our next steps. The current *rough* draft is attached FYI.

Thanks.

Jenet Connell
 Deputy Secretary|Strategic Reform Group
 Department of Immigration and Border Protection
 P: 02 6198 7448 | M: s 47F
 E: jenet.connell@border.gov.au

PROTECTED; Sensitive

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From: s 47F
To: Vicki LUDWIG
Cc: s 47F
Subject: Nauru Files Daily Brief 13 September 2016 [DLM=For-Official-Use-Only]
Date: Tuesday, 13 September 2016 4:39:00 PM
Attachments: [Nauru Files brief 13 September 2016.docx](#)
[Action Taken Stats & Table for KWS 13-9 410pm.docx](#)
[Copy of Master Compiled 13-9 410pm.xlsx](#)
Importance: High

For-Official-Use-Only

Dear Vicki,

Please find attached the Nauru Files Daily brief for 13 September 2016.

Regards

s 47F

s 47F

Inspector | Offshore Operational Coordination
Offshore Operational Coordination Branch
Detention, Compliance and Removals Division
Operations Group | Australian Border Force
Ph: s 47F
Email: s 47F@border.gov.au

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13 September 2016

RESEARCH UPDATE INTO ALL INCIDENTS AND REPORTS IDENTIFIED IN THE NAURU FILES

Purpose

1. Daily update on the analysis of the Nauru Regional Processing Centre (Nauru RPC) incident reports released by *The Guardian Australia* (the Guardian).

Background

2. On 10 August 2016 the Guardian published 2,107 Nauru RPC incident reports on its website under the web-handle 'the Nauru files'. The incident reports encompass the period May 2013 to October 2015.

Issues

3. The Department is data matching all materials released on the Guardian website against information held by the Department. The Guardian refers to 2,116 incident reports on its website. However, the Department can only establish that there are a total of 2,107 unique incidents within the source-code of the Guardian website (i.e. non-duplicates). Of these 2,102 incidents are visible and able to be reviewed.

Progress Report

4. The Taskforce reviewed 142 incidents in the "Downgraded Y/N" column that were assessed as Yes. Of these, 10 incidents were reassessed as No due to lack of evidence on the Guardian website. A new column "Down/Upgraded classification" has been inserted in the Master Files Compiled spreadsheet to capture what risk rating the remaining 132 incidents have been down or up graded to.
5. The Task force continues a Quality Assurance review of the master spreadsheet, preparing it for use with POMS, to undertake a "bulk upload" of all unrecorded files.
6. KPMG delivered training of the Tableau database for Offshore Operations Coordination and Detention, Regional Processing and Community Reporting staff on Tuesday 13 September. The database will be showcased to Assistant Commissioner Woodford-Smith and A/Commander Ludwig on Wednesday 14 September 2016.

Vicki Ludwig

A/Commander Offshore Operations Support

Detention, Compliance and Removals Division

s 47F

13/09/2016

Sensitive
PROTECTED

From: s 47F
To: Vicki LUDWIG
Cc: s 47F s 47F
Subject: Nauru Files Daily Brief 14 September 2016 [DLM=Sensitive]
Date: Wednesday, 14 September 2016 4:50:00 PM
Attachments: [Nauru Files brief 14 September 2016.docx](#)
[Copy of Master Compiled 14-9 4pm.xlsx](#)
[Action Taken Stats & Table for KWS 14-9 4pm.docx](#)

Sensitive

Dear Vicki,

Please find attached the Nauru Files Daily brief for 14 September 2016.

Regards

s 47F

s 47F

Inspector | Offshore Operational Coordination
Offshore Operational Coordination Branch
Detention, Compliance and Removals Division
Operations Group | Australian Border Force
Ph: s 47F
Email: s 47F @border.gov.au

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14 September 2016

RESEARCH UPDATE INTO ALL INCIDENTS AND REPORTS IDENTIFIED IN THE NAURU FILES

Purpose

1. Daily update on the analysis of the Nauru Regional Processing Centre (Nauru RPC) incident reports released by *The Guardian Australia* (the Guardian).

Background

2. On 10 August 2016 the Guardian published 2,107 Nauru RPC incident reports on its website under the web-handle 'the Nauru files'. The incident reports encompass the period May 2013 to October 2015.

Issues

3. The Department is data matching all materials released on the Guardian website against information held by the Department. The Guardian refers to 2,116 incident reports on its website. However, the Department can only establish that there are a total of 2,107 unique incidents within the source-code of the Guardian website (i.e. non-duplicates). Of these 2,102 incidents are visible and able to be reviewed.

Progress Report

4. The Taskforce continues review on 132 incidents in the "Downgraded Y/N" column that were assessed as Yes and Quality Assurance review of the Master Nauru Files compiled spreadsheet.
5. The Taskforce met with Operations staff to discuss the possibility and the challenges of "bulk upload" into POMS.
6. KPMG showcased the Tableau database to Assistant Commissioner Woodford-Smith on Wednesday 14 September 2016. As an outcome of this, the Taskforce liaised with Service Delivery stakeholders to obtain status of outcome on incidents involving Service Providers.

Vicki Ludwig

A/Commander Offshore Operations Support

Detention, Compliance and Removals Division

s 47F

14/09/2016

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From: Vicki LUDWIG
To: s 47F
Subject: RE: Nauru Files Daily Brief 16 September 2016 [DLM=Sensitive]
Date: Friday, 16 September 2016 4:41:28 PM

Sensitive

Thanks s 47F

Sensitive

From: s 47F
Sent: Friday, 16 September 2016 4:21 PM
To: Vicki LUDWIG
Cc: s 47F
Subject: Nauru Files Daily Brief 16 September 2016 [DLM=Sensitive]

Sensitive

Good afternoon Vicki,

Please find attached the Nauru Files Daily brief for 16 September 2016.

Kindest regards,

s 47F

s 47F
s 47F s 47F

Inspector
Australian Border Force
Australian Mobile: +s 47F

Sensitive

Sensitive

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From: s 47F
To: Vicki LUDWIG
Cc: s 47F; IMRT
Subject: CSS Files [SEC=UNCLASSIFIED]

Hi Vicki

s 47F will send through the updated CSS files spreadsheet with, relevant information such as POMS cross check and details on the individuals involved, later this evening once all details have been captured.

If you need to contact him in relation to the CSS Files, he'll be onsite on level 10 until 8:30pm.

Kind regards

s

Sent with Good (www.good.com)

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From: s 47F
To: s 47F
Subject: FW: CSS Guardian Taxonomy [SEC=PROTECTED]
Date: Monday, 19 September 2016 2:11:24 PM
Importance: High

PROTECTED

s 47F
s 47F s 47F

Inspector
Australian Border Force
Australian Mobile: +s 47F | Email: s 47F @border.gov.au

PROTECTED

From: Vicki LUDWIG
Sent: Monday, 19 September 2016 2:09 PM
To: Wayne BUCHHORN; Linda GEDDES
Cc: Amanda LITTLE; David NOCKELS; Kingsley WOODFORD-SMITH; Cheryl-anne MOY; Catherine SEABERG; Justine JONES; s 47F
Subject: CSS Guardian Taxonomy [SEC=PROTECTED]

PROTECTED

Good Afternoon A/g DC O

The following initial information has been determined from the latest tranche of files from CSS released on the Guardian website today. The full reports are being pulled from POMS and those involving children referred to DAB to determine if they were considered by the CPP.

- × The Department has undertaken a review of the 16 Connect Settlement Services incidents (51 pages) released by the Guardian on 19 September 2016 to establish that actions have occurred in response to these reports.
- × The incidents fall into the following four categories:
 - 2 Critical;
 - 9 Major; and
 - 5 Minor reports.

Critical incidents

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Incident types	Count
Abusive or aggressive behaviour	0
Actual self-harm	2
Assault	0
Assault on a minor	0
Concern for a minor	0
Non-compliance	0
Sexual assault on a minor	0
Sexual assault on an adult	0
Voluntary starvation	0
Total	2

Major incidents

Incident types	Count	Incident types	Count
Abusive or aggressive behaviour		Fighting	
Accident or injury		Medical incident	
Actual self-harm	2	Misbehaviour	
Assault	2	Obscene behaviour	
Assault on a minor		Property damage	
Complaint		Sexual assault on a minor	
Concern for a minor		Sexual assault on an adult	1
Demonstration		Threatened self-harm	4
Disturbance		Unclassified	
Family violence		Voluntary starvation	
Total		9	

- × Within the CSS released reports, both reports categorised as being Critical relate to actual self-harm. The Department has confirmed that in these cases appropriate action was taken.
- × Of the 9 major incident reports, 6 incidents were referred to the Nauru Police Force or the health service providers. The remaining 3 reports require further investigation to confirm the response action.
- × Of these CSS reports, four incidents involved a child (three major incidents including one actual self-harm and two threats of self-harm and one minor incident involving a threat of self-harm). In the actual self-harm incident (the child jumped off the balcony), the family is in Australia and child is receiving appropriate medical treatment. The Department has confirmed that in this case appropriate action was taken.
- × Of the 11 critical and major incidents, 3 were referred to the Nauru Police Force (NPF). The status of these referrals is being investigated. In the case of the adult sexual assault, the s 47F [REDACTED] stated she did not wish to make a formal statement.
- × The review of the five Minor incidents indicate that one relates to an

accident injury and four relate to threats of self-harm. Notwithstanding that these reports indicate low level incidents, the Department is ensuring that in all cases reported there has been appropriate follow-up and response.

Background

- × Connect Settlement Services is contracted to deliver settlement support to refugees temporarily settling in the Nauru community. The contract commenced on 8 December 2014 and will expire on 7 December 2016. Settlement support services are provided through a needs based welfare case management model designed to promote independence and self-agency and include income and accommodation support, and employment, education and health linking.
- × On 3 October 2014, the then Minister for Immigration and Border Protection, the Hon. Scott Morrison MP, announced a review into allegations relating to conditions and circumstances at the Nauru Regional Processing Centre between July 2013 and October 2014, “the Moss Review”.
- × As at 9 September 2016, the Department has implemented 17 of the 19 recommendations from the Moss Review, and 36 of the 38 associated action items. The two outstanding action items are matters for the Government of Nauru.
- × In response to findings from the Moss Review an Incident Management Group was established in February 2015. This group comprises representatives from the Government of Nauru, ABF, AFP and service providers and meets each morning (Monday to Friday) to review appropriate actions and where necessary re-categorise incidents. Prior to this, Wilsons Security would review incidents entered by their staff and Departmental staff could request reclassification of all incidents.
- × The Department established the CPP in March 2015 to provide independent advice on issues pertaining to the wellbeing and protection of children in regional processing centres and immigration detention. Of the 36 incident reviews of Nauru incidents assessed by the CPP, 18 were originally identified in the Moss Review. The CPP provided assurance that a comprehensive and contemporary framework relating to the protection of children was in place and provided their advice and recommendations for addressing any outstanding matters on these incidents, in particular any systemic issues.
- × The CPP was supported by a Departmental Taskforce, which was stood up in March 2016. This Taskforce has progressed action items identified

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by the CPP, following the completion of the Panel's tenure (April 2016).

- × The Government of Nauru (GoN) established a Family and Community Services Division with the Ministry of Home Affairs in October 2013.
- × In June 2015, the GoN established a dedicated Child Protection Unit with a staff of 6 people.
- × The Child Protection Unit has the lead responsibility for the care and protection of children in Nauru and has established systems and processes to respond to cases of child abuse and neglect.
- × In early 2016, the GoN's mandatory child protection reporting policy was endorsed. The NPF has introduced a permanent police presence at the Regional Processing Centre.
- × The Department has funded the deployment of five Australian Federal Police officers to Nauru to support, mentor and train NPF officers in investigations, community policing and dealing with the investigation of child abuse and sexual assault claims reported to the NPF.
- × The GoN recently established a Gender Violence Unit and a gender violence hotline within the Home Affairs Ministry. The Unit provides first response to an incident, and the Victim Support Service provides welfare, support and counselling services.

Vicki Ludwig

A/g Commander Offshore Operational Coordination, Detention, Compliance and Removals
Division, Operations Group

Australian Border Force

Wk s 47F

s 47F

E: vicki.ludwig@border.gov.au

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From: s 47F
To: Vicki LUDWIG
Cc: s 47F
Subject: Nauru Files Daily Brief 19 September 2016 [DLM=**Sensitive**]
Date: Monday, 19 September 2016 4:29:00 PM
Attachments: [Nauru Files brief 19 September 2016.docx](#)
[image001.jpg](#)
[Action Taken Stats & Table for KWS 19-9 4pm.docx](#)

Sensitive

Dear Vicki,

Please find attached the Nauru Files Daily brief for 19 September 2016.

Regards

s 47F

s 47F

Inspector | Offshore Operational Coordination Branch
Detention, Compliance and Removals Division
Operations Group | Australian Border Force
Ph: s 47F
Email: s 47F@border.gov.au

Please note: I do not work Thursdays

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19 September 2016

RESEARCH UPDATE INTO ALL INCIDENTS AND REPORTS IDENTIFIED IN THE NAURU FILES

Purpose

1. Daily update on the analysis of the Nauru Regional Processing Centre (Nauru RPC) incident reports released by *The Guardian Australia* (the Guardian).

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3. The Department is data matching all materials released on the Guardian website against information held by the Department. The Guardian refers to 2,116 incident reports on its website. However, the Department can only establish that there are a total of 2,107 unique incidents within the source-code of the Guardian website (i.e. non-duplicates). Of these 2,102 incidents are visible and able to be reviewed.

Progress Report

4. KPMG have completed their contractual requirements. One staff member will be retained as operationally required.
5. The Variation to Official Order RR16-84 for the Hudsons contract will be sent to Hudsons for signing by COB today Monday 19 September 2016. Three contractors will be offered a four week extension on their contract until Sunday 23 October 2016 with two staff finalising their contract on Friday 23 September 2016.
6. The Department has undertaken a review of 16 Connect Settlement Services/CSS incidents (51 pages) released by the Guardian on 19 September 2016 to establish the actions have occurred in response to these reports. The incidents fall into the following Risk Rating categories:
 - 2 Critical;
 - 9 Major; and
 - 5 Minor reports.
7. The A/g DCO and Senior Executive have been briefed by A/Commander **S 47F** on the 16 CSS incidents.

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Vicki Ludwig

A/Commander Offshore Operations Support

Detention, Compliance and Removals Division

s 47F

19/09/2016

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From: Vicki LUDWIG
To: [Media Operations; IMRT](#)
Cc: [s 47F](#)
Subject: Nauru Files TP New Nauru assault claims The Guardian.docx [SEC=~~PROTECTED~~]
Date: Monday, 19 September 2016 4:17:52 PM
Attachments: [Nauru Files TP New Nauru assault claims The Guardian.docx](#)

~~PROTECTED~~

Hi Media

Here are the earlier TPs from today

Kind regards
Vicki

~~PROTECTED~~

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TALKING POINTS

Subject	Nauru assault claims – The Guardian	
Date	19 September 2016	
	Agency	
Media Officer	s 47F	02 6264 2244

ISSUE

Talking points prepared in response to [The Guardian](#) article on newly leaked incident reports from 2016

TALKING POINTS

- It is important to note residents of the regional processing centres in Nauru and Manus are not detained. They may enter and exit the centres, without seeking permission. These arrangements are commonly known as ‘open centre’ and have been in place for some time.
- The Australian Government continues to support the Nauruan Government to provide for the health, welfare and safety of all transferees and refugees.
- All alleged incidents within the regional processing centre are reported and where appropriate referred to the Nauru Police Force (NPF) for investigation.
- Refugees living in the community are encouraged to report all incidents, including alleged sexual assault, to the Nauru Police Force (NPF).
- While law and order in the Nauruan community is a matter for the Government of Nauru (GoN), the Department and its service providers offer significant support to assist with providing information and encouraging victims to undertake appropriate action stemming from reported incidents.
- The Australian Federal Police has also deployed officers to work alongside the NPF and build their capacity to investigate complex and sensitive incidents. This project is achieving positive results and is providing valuable skills to local officers.
- The Department has also supported law and order in Nauru through funding of \$16 million for a new correctional centre, scheduled for completion in December 2016.
- Australia also provides significant support to the GoN to provide welfare and health services to transferees and refugees living in the community.
- The Department actively supports the GoN to ensure a robust system relating to Child Protection. Including the embedding of two dedicated child protection social workers.

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Mental Health:

- The Department is working with IHMS to enhance the provision of mental health services to transferees and refugees in Nauru.
- The Department recognise that some people at the RPCs are particularly vulnerable, including children. All transferees, including children, are provided with a range of activities and excursions to help keep them mentally and physically active and engaged. The GoN's open centre arrangements at the Nauru RPC also assist in this regard.
- The appropriate mental health support is provided to people at the Nauru RPC, at a standard comparable to that available in the general Australian community. This support is provided by on-site general practitioners, mental health nurses, psychologists and psychiatrists.
- Transferees are offered regular mental health screening to identify any mental health issues requiring support. Any person disclosing or displaying symptoms of a possible history of torture and/or trauma is referred to a specialist torture and trauma counselling service, for further assessment and counselling.
- It should be noted that some transferees at RPCs arrive with pre-existing mental health issues and may have experienced traumatic events in their country of origin or on their journey to Australia.
- For this reason, regular screening continues while they remain a transferee. Scheduled rescreening occurs at six, 12 and 18 months, then every three months thereafter. If any of the scheduled screening identifies a mental health issue, a further assessment is undertaken by a mental health clinician.

Health care on Nauru

- Health care is provided to all transferees at the RPCs, broadly consistent with Australian public health standards, with health services provided in modern clinics at the RPCs, staffed by general practitioners, registered nurses, psychologists and counsellors.
- Clinics are open at the RPCs seven days per week, and after-hours medical staff are able to respond to any after-hours medical emergencies. These services are supplemented by visiting health practitioners, a tele-health service and medical transfers, when required.
- Refugees receive health services at the Nauru settlement health clinic. Refugees also have access to health services through the Republic of Nauru (RoN) hospital.
- The Department has established a visiting specialist programme that provides consultative and surgical services to transferees, refugees and local Nauruan's. The most recent visiting specialist programme included an orthopaedic surgeon, ENT surgeon and podiatrist.
- Where required health services cannot be provided to transferees and refugees in Nauru they may be temporarily transferred to Port Moresby PNG for treatment, as recommended by the Department's contracted health services provider (IHMS).



- For refugees, this process is undertaken in consultation with the local hospital with approval from the Papua New Guinea or Nauruan governments. Medical transfers from Nauru to Port Moresby are continuing, with a well-defined and regularly reviewed process in place.

If asked about Connect Settlement Services.

- Connect Settlement Services' contract for the provision of Settlement Services in Nauru expires on 7 December 2016.
- The Department will work collaboratively with Connect Settlement Services in transitioning settlement services on Nauru.

BACKGROUND (*not for public release*)

- Connect Settlement Services is contracted to deliver settlement support to refugees temporarily settling in the Nauru community. The contract commenced on 8 December 2014 and will expire on 7 December 2016. Settlement support services are provided through a needs based welfare case management model designed to promote independence and self-agency and include income and accommodation support, and employment, education and health linking.
- On 3 October 2014, the then Minister for Immigration and Border Protection, the Hon. Scott Morrison MP, announced a review into allegations relating to conditions and circumstances at the Nauru Regional Processing Centre between July 2013 and October 2014, "the Moss Review".
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- In response to findings from the Moss Review an Incident Management Group was established in February 2015. This group comprises representatives from the Government of Nauru, ABF, AFP and service providers and meets each morning (Monday to Friday) review appropriate actions and where necessary re-categorise incidents. Prior to this, Wilsons Security would review incidents entered by their staff and Departmental staff could request reclassification of all incidents.
- The Department established the CPP in March 2015 to provide independent advice on issues pertaining to the wellbeing and protection of children in regional processing centres and immigration detention. Of the 36 incident reviews of Nauru incidents assessed by the CPP, 18 were originally identified in the Moss Review. The CPP provided assurance that a comprehensive and contemporary framework relating to the protection of children was in place and provided their advice and recommendations for addressing any outstanding matters on these incidents, in particular any systemic issues.
- The CPP was supported by a Departmental Taskforce, which was stood up in March 2016. This Taskforce has progressed action items identified by the CPP, following the completion of the Panel's tenure (April 2016).
- The Government of Nauru (GoN) established a Family and Community Services Division with the Ministry of Home Affairs in October 2013.
- In June 2015, the GoN established a dedicated Child Protection Unit with a staff of 6 people.

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- The Child Protection Unit has the lead responsibility for the care and protection of children in Nauru and has established systems and processes to respond to cases of child abuse and neglect.
- In early 2016, the GoN's mandatory child protection reporting policy was endorsed. The NPF has introduced a permanent police presence at the Regional Processing Centre.
- The Australian Government has funded the deployment of five Australian Federal Police officers to Nauru to support, mentor and train NPF officers in investigations, community policing and dealing with the investigation of child abuse and sexual assault claims reported to the NPF.
- The GoN recently established a Gender Violence Unit and a gender violence hotline within the Home Affairs Ministry. The Unit provides first response to an incident, and the Victim Support Service provides welfare, support and counselling services.

CLEARANCE:

Drafted by	Title	Time/Date cleared
s 47F	Media Operations	19 September 2016

Cleared by	Title	Time/Date sent	Time/Date
Vicki Ludwig	Offshore Operational Coordination	1300 19 September 2016	Time DD Mont 2016
Amanda Little	Services Management	1300 19 September 2016	Time DD Mont 2016
		1300 19 September 2016	Time DD Mont 2016
s 47F	Director, Media Operations	Time DD Month 2016	Time DD Mont 2016
s 47F	A/g AS, Media and Executive Coordination	Time DD Month 2016	Time DD Mont 2016

MO cleared	Sent to MO	Cleared by MO
Full Name	Time DD Month 2016	Time DD Month 2016

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From: Vicki LUDWIG
To: s 47F; Justine JONES
Cc: s 47F
Subject: RE: Guardian leak - 16 CSS incidents [DLM=For-Official-Use-Only]
Date: Monday, 19 September 2016 2:12:18 PM

For-Official-Use-Only

s 47F

DSD will do that after we have done our due diligence. As these 16 reports are all from 2016, I think if you download from POMS into excel, you should be able to match. We can already identify a number of these from Friday.

s 47F incident

29 February 2016 s 47F
Female refugee informed that she had experienced repeated sexual harassment while (working) at the s 47F in Nauru. Complainant did not wish to notify NPF as she believed no justice would come of it.

Refugee in car

14 March 2016 s 47F
Female refugee disclosed to IHMS at a scheduled appointment that she had allegedly been sexually assaulted on s 47F by two local men in the community. She was waiting for a bus at s 47F when the two men grabbed her by the arm and forced her into a car. s 47F
s 47F stated she did not wish to make a formal statement.

Refugee bashed (possibly machete) - No incident matches this, no record in the NPF referral sheet.

This could possibly be the assault (and then subsequent disclosure of rape) on s 47F - no record of formal statement to NPF.

Jump off his balcony - s 47F - Now s 47F with his father receiving medical treatment for mental health.

s 47F - s 47F - **IHMS Mental health engagement** - s 47F s 47F: Family advised s 47F has been self harming for the past 3 months. Family claimed he has self harmed 5-7 times by s 47F

Of the Major and Critical incidents in the Nauru files there was one case where the offender in an assault incident was charged and bailed. Person reported that another person said they would hit her if she was seen with two others. She said the person hit her and cut her (s 47F).

Assessing the NPF referrals spreadsheet identified that 3 additional incidents involving assaults and where charges were laid (including 2 incidents of refugees/transferee on one another)

Following a search of POMS 2 incidents that involved someone using a machete were found:

RPCS16 - 1015 - Category 1 (Minor) - Assault

On 09/03/2016 at 12:00pm, CSS CM had contact with s 47F at

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the Beach House. CSS CG was also present and provided language support. § 47F r § 47F disclosed that on § 47F outside of the CSS Menen Office, a group of refugees which included § 47F and § 47F were approached by approximately six (6) or seven (7) men of Nauruan appearance. § 47F stated that some of these men were carrying machetes. § 47F stated the men asked him if he lived at Fly Camp Settlement Site. In response to § 47F confirming his residence at Fly Camp, the group of men requested that he, § 47F and § 47F leave the Menen Hotel property with the intention of engaging in a physical confrontation. § 47F § 47F informed CSS CM that Menen Hotel Security Officers witnessed the incident, however did not intervene. § 47F stated that as a result of being in fear for their safety, he and his friends remained outside of the CSS Menen Office until 9:00am, by which time they felt safe to return to their residence.

RPCS16 - 976 - Category 1 (Minor) - Disturbance

On 07/03/2016 at 2pm, § 47F approached CSS CM and advised between the hours of 4:00 am and 5:00am he was woken by someone knocking repeatedly on the wall of his accommodation at Fly Camp.

§ 47F did not open his door; however, from his window he allegedly observed approximately seven men of Nauruan appearance on motorbikes carrying what he believed to be machetes.

§ 47F stated that the men rode around the camp for a while before exiting the site.

§ 47F confirmed he did not contact Nauru Police Force to report the issue.

CSS CM also spoke with § 47F who advised he saw several males of Nauruan appearance in Fly Camp carrying large knives. § 47F stated he and several other unidentified residents of Fly Camp chased the males and they fled the area.

For-Official-Use-Only

From: § 47F
Sent: Monday, 19 September 2016 2:08 PM
To: Vicki LUDWIG; § 47F; Justine JONES
Cc: § 47F
§ 47F
Subject: RE: Guardian leak - 16 CSS incidents [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi all,

We (Offshore Operational Coordination) will be attempting to match the incidents contained in the spreadsheet with:

- POMS data; and
- NPF spreadsheet information.

§ 47F has offered to attempt to locate un-redacted copies of the incidents in his email: This will assist us with the above activities as the un-redacted copies contain personal identifiers.

For those incidents we are unable to gain personal identifiers for, perhaps CSS can be contacted requesting provision of un-redacted reports?

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under the Freedom of Information Act 1982

Regards,

s 47F

s 47F

Inspector | Offshore Operational Coordination
Offshore Operational Coordination Branch | Detention, Compliance and Removals Division
Operations Group
Australian Border Force
Department of Immigration and Border Protection

P: s 47F

E: s 47F [border.gov.au](mailto:s 47F@border.gov.au)

For-Official-Use-Only

From: Vicki LUDWIG

Sent: Monday, 19 September 2016 1:29 PM

To: s 47F; Justine JONES

Cc: s 47F

s 47F

Subject: RE: Guardian leak - 16 CSS incidents [DLM=For-Official-Use-Only]

For-Official-Use-Only

Thanks s 47F

I'll have a read and come back to you.

For-Official-Use-Only

From: s 47F

Sent: Monday, 19 September 2016 1:28 PM

To: Vicki LUDWIG; Justine JONES

Cc: s 47F

s 47F

Subject: Guardian leak - 16 CSS incidents [DLM=For-Official-Use-Only]

Importance: High

For-Official-Use-Only

Good afternoon Vicki,

As discussed, there are 51 pages uploaded to the Guardian Website of Connect Settlement Services Incident Reports.

In total there are 16 Incident reports.

Risk Rating

2 Critical

9 Major

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5 Minor

Incident Type

- 2 Assault (Non Sexual Nature)
- 1 Assault (Sexual)
- 1 Incident Accident Injury
- 1 Self Harm
- 11 Self Harm / Threat of Self Harm

Involving a Minor

4 involving a Minor that can be readily identified.

NPF Involvement

3 Incidents were referred to or involved the NPF

I have attached a copy of the spreadsheet for your information.

I trust that this is acceptable,

s 47F

s 47F

s 47F

s 47F

Inspector

Australian Border Force

Australian Mobile: +s 47F | Email: s 47F @border.gov.au

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From: Vicki LUDWIG
To: s 47F
Cc: s 47F
Subject: RE: Guardian leak - 51 CSS incidents [DLM=For-Official-Use-Only]
Date: Monday, 19 September 2016 12:52:06 PM

For-Official-Use-Only

And Please send to Justine Jones who will x-check for CPP

For-Official-Use-Only

From: s 47F
Sent: Monday, 19 September 2016 12:51 PM
To: s 47F; Vicki LUDWIG; s 47F
Cc: s 47F
Subject: RE: Guardian leak - 51 CSS incidents [DLM=For-Official-Use-Only]
Importance: High

For-Official-Use-Only

H s 47F

We will cross-reference against the NPF referrals spreadsheet as soon as you are able to provide the spreadsheet developed pertaining to these incidents and individuals.

Please advise if you require anything further.

Thanks,

S

s 47F
Inspector | Offshore Operational Coordination
Offshore Operational Coordination Branch | Detention, Compliance and Removals Division
Operations Group
Australian Border Force
Department of Immigration and Border Protection
P: s 47F
E: s 47F @border.gov.au

For-Official-Use-Only

From: s 47F
Sent: Monday, 19 September 2016 12:18 PM
To: Vicki LUDWIG; s 47F
Cc: s 47F; s 47F
Subject: RE: Guardian leak - 51 CSS incidents [DLM=For-Official-Use-Only]

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For-Official-Use-Only

Already on it. It doesn't appear to actually be 51 incidents, as there is only 51 pages, and most appear to be 2 pages. I will provide advice around 1300.

s 47F

s 47F

s 47F

Inspector

Australian Border Force

Australian Mobile:+61 s 47F | Email:s 47F @border.gov.au

For-Official-Use-Only

From: Vicki LUDWIG

Sent: Monday, 19 September 2016 12:17 PM

To: s 47F

Cc: s 47F

Subject: RE: Guardian leak - 51 CSS incidents [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi All

I need a quick breakdown of how many critical; major and minors are part of these 51 files. Where there are any relating to SA or assault, I'll need to know if they have been referred to the NPF. Where any involve children, I need to know that as well. I probably need that level of detail within the next hour please for the A/g Sec and A/g Commissioner.

Kind regards

Vicki

For-Official-Use-Only

From: s 47F

Sent: Monday, 19 September 2016 12:12 PM

To: s 47F

Cc: Vicki LUDWIG; s 47F

s 47F

Subject: Guardian leak - 51 CSS incidents [DLM=For-Official-Use-Only]

Importance: High

For-Official-Use-Only

Dear s 47F,

As of this morning, we have come across the below news link which details incidents from Jan 2016 onwards (total of 51):

<https://www.theguardian.com/australia-news/2016/sep/19/newly-leaked-nauru-reports-detail-harrowing->

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[accounts-of-sexual-abuse-and-self-harm](#)

It is the first time documents from CSS have been published. The company has operated largely without public scrutiny since it began providing services on Nauru. This year it took on an expanded role, providing support services to refugees in Cambodia

On discussion with Vicki, she has requested we start a review process of the published incidents. We will create a similar spreadsheet to the Nauru Files Compiled and keep you updated on our findings and any assistance we might require from the Ops team.

FYI - At present, we have s 47F and the Hudsons contractors (five staff) until Friday this week. From next week onwards, we will have s 47F and three Hudsons staff working with us.

Regards

s 47F

s 47F

Inspector | Offshore Operational Coordination
Offshore Operational Coordination Branch
Detention, Compliance and Removals Division
Operations Group | Australian Border Force
Ph: 02 s 47F
Email: s 47F @border.gov.au

Please note: I do not work Thursdays

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From: WOODFORD-SMITH Kingsley
To: [LUDWIG Vicki \(vicki.ludwig@border.gov.au\)](mailto:vicki.ludwig@border.gov.au)
Subject: FW: Hot Issue Brief - Nauru Files Update 19SEP2016 [SEC=PROTECTED]
Date: Tuesday, 20 September 2016 8:17:00 AM

PROTECTED

FYI

PROTECTED

From: David WHITFIELD [mailto:David.WHITFIELD@IMMI.gov.au]
Sent: Monday, 19 September 2016 10:07 PM
To: CHARKER Jill; s 47F
Cc: HAYWARD Stephen; WOODFORD-SMITH Kingsley; JONES Justine; s 47F
Subject: RE: Hot Issue Brief - Nauru Files Update 19SEP2016 [SEC=PROTECTED]

PROTECTED

Jill – we will reach out to Vicki Ludwig and discuss the best approach to this, considering the question of an internal leak as a first priority, then turning our minds to the question of a potential leak by a CSS employee (who would be classified as a public official by virtue of the contact with the Commonwealth).

s 47F – can you please arrange a pre-referral telecon with Vicki’s team, to include s 47F
s 47F ?

Regards
Dave

David Whitfield
Assistant Secretary, Integrity and Professional Standards
Integrity, Security and Assurance Division
Department of Immigration and Border Protection
P 02 6264 3396 | M s 47F
E david.whitfield@border.gov.au

PROTECTED

From: Jill CHARKER
Sent: Monday, 19 September 2016 8:35 PM
To: Justine JONES
Cc: David WHITFIELD
Subject: RE: Hot Issue Brief - Nauru Files Update 19SEP2016 [SEC=PROTECTED]

Many thanks Justine.

Dave - the only angle on this which worries me is the insider leak possibility. Not sure what further work Cyber can do but I think we should see if s 47F might be able to

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arrange for his team to some queries. Grateful for your advice,

Regards
Jill

Dr Jill Charker
Chief Operating Officer
Deputy Secretary Corporate
Department of Immigration and Border Protection

P: (02) 6264 3581
E: Jill.charker@border.gov.au

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

From: Justine JONES
Sent: Monday, September 19, 2016 06:09 PM AUS Eastern Standard Time
To: Jill CHARKER
Cc: David WHITFIELD
Subject: FW: Hot Issue Brief - Nauru Files Update 19SEP2016 [SEC=~~PROTECTED~~]

~~PROTECTED~~

Jill,

You asked earlier about the source of the leaks. The latest leak of 16 incidents appears to be from the current provider, Connect Settlement Services. You will see below the ABF is in contact with CSS and has asked for I&PS advice, which Dave Whitfield is considering. The source of the last leak may have been SCA – this was discussed with the AFP at the time (but not referred) – noting the SCA was no longer contracted to the Department.

Regards, Justine

Justine Jones
Assistant Secretary
Detention Assurance Branch | Corporate Division
T: +61 2 6264 4526 | M: ~~s 47F~~

~~PROTECTED~~

From: Justine JONES
Sent: Monday, 19 September 2016 5:58 PM
To: David WHITFIELD
Cc: Vicki LUDWIG
Subject: FW: Hot Issue Brief - Nauru Files Update 19SEP2016 [SEC=~~PROTECTED~~]

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PROTECTED

Dave – can you consider the below, in **s 47F** absence?

Regards, Justine

Justine Jones
Assistant Secretary
Detention Assurance Branch | Corporate Division
T: +61 2 6264 4526 | M: **s 47F**

PROTECTED

From: Vicki LUDWIG
Sent: Monday, 19 September 2016 5:37 PM
To: Stephen HAYWARD; Amanda LITTLE
Cc: Justine JONES; **s 47F**; Kingsley WOODFORD-SMITH; David NOCKELS
Subject: FW: Hot Issue Brief - Nauru Files Update 19SEP2016 [SEC=~~PROTECTED~~]

PROTECTED

Hi **s 47F**

As you are by now aware, there are additional files that have been placed today on the Guardian website. These additional 16 incidents (51 pages) appear to have originated from CSS. As you may also be aware CSS are contracted until 7 December this year.

I am seeking your advice about what steps we might now need to take? I understand that FAS DSD has contacted CSS who have advised that they are attempting to find out how these items may have been shared with the Guardian. CSS have locked down USB access on Connect laptops and have removed access to any highly sensitive information such as IR reports and other client information. They are also reviewing access to drives on the server and continue to review who receives copies of IRs.

With regards to the leak, CSS are in the process of cross referencing what is online and the original IRs to determine if there is a link to a particular staff member or team. They are also reviewing what other IT audits they can do in order to isolate potential suspects. However, is there further steps that you recommend they take?

Could you also advise what ramifications there may be for CSS staff eg the ABF Act, Privacy Act or even Crimes Act?

Is there something that the Department should be doing such as sending a senior officer or investigator to the island? **s 47F** already has two investigators deployed to Nauru.

Any other advice or recommendations?

Kind regards

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Vicki

~~PROTECTED~~

From: Strategic Border Command Centre
Sent: Monday, 19 September 2016 4:43 PM
To: HIB Distribution List
Cc: ~~s 47F~~ Vicki LUDWIG
Subject: Hot Issue Brief - Nauru Files Update 19SEP2016 [SEC=~~PROTECTED~~]

~~PROTECTED~~

HOT ISSUES BRIEF

This HIB provides initial advice on a developing issue and may not include all information available. This HIB may be followed by subsequent reporting (i.e. HIB, Sit Rep or other).

UPDATE NAURU FILES – ADDITIONAL INCIDENTS

Information Current As At: 1600 AEST 19SEP2016

NATURE OF ISSUE:

- The Guardian has released a further 16 incident reports attributed to Connect Settlement Services (CSS) today.
- There are 2 critical incidents relating to self harm. The Department has confirmed that in these cases appropriate action was taken.
- Of the 9 major incident reports, 6 incidents were referred to the Nauru Police Force or the health service providers. The remaining 3 reports require further investigation to confirm the response action.
- Of the four incidents involving a child, none were considered by the Child Protection Panel. In the most serious case involving actual self harm, ~~s 47F~~ child is receiving appropriate medical treatment.
- In the case of the adult sexual assault, appropriate actions were taken including referral to the NPF.
- The review of the five Minor incidents is ongoing to ensure that there has been appropriate follow-up and response.

DATE AND TIME OF EVENT:

- 17SEP2016 approximately 2100 AEST.

ACTIONS CURRENTLY UNDERWAY:

- CSS have locked down access to USBs and have removed access to any highly sensitive

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information such as IR reports and other client information.

- CSS is in the process of cross referencing what is online and the original IRs to determine if there is a link to a particular staff member or team.
- The ABF is reviewing the incidents in the same manner as the earlier file release to ensure incidents can be identified and appropriately analysed.

MEDIA TALKING POINTS (UNCLASSIFIED)

- The Department is reviewing these most recent incidents to ensure that appropriate actions have been taken.
- The Australian Government has funded the deployment of five Australian Federal Police officers to Nauru to support, mentor and train NPF officers in investigations, community policing and dealing with the investigation of child abuse and sexual assault claims reported to the NPF.
- In early 2016, the GoN’s mandatory child protection reporting policy was endorsed. The NPF has introduced a permanent police presence at the Regional Processing Centre.
- The GoN recently established a Gender Violence Unit and a gender violence hotline within the Home Affairs Ministry. The Unit provides first response to an incident, and the Victim Support Service provides welfare, support and counselling services.

Contact officer:	Vicki Ludwig / A/g CMDR OOC Branch	s 47F	s 47F
Authorised by:	Vicki Ludwig / A/g CMDR OOC Branch	s 47F	s 47F
Cleared by:	s 47F A/g AS Media and Executive Coordination	02 6264 2244	s 47F
Media Cleared by:	s 47F A/g AS Media and Executive Coordination	02 6264 2244	s 47F

This HIB contains operationally sensitive information and should not be further disclosed without the permission of the contact, authorising or clearing officer.

PROTECTED

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On 1 July 2015 the Department of Immigration and Border Protection and the Australian Customs and Border Protection Service integrated into a single organisation - the Department of Immigration and Border Protection. The Department is currently updating our systems including mail to reflect this change. Over the coming months changes will be made to ensure all Departmental email addresses are changed from 'immi.gov.au' or 'customs.gov.au' to 'border.gov.au'. We appreciate your support whilst we go through this change.

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From: Vicki LUDWIG
 To: s.47F
 Subject: FW: NPF followup table from Critical and Major Incidents. [SEC=PROTECTED]
 Date: Tuesday, 27 September 2016 5:48:15 PM

PROTECTED

More background for tomorrow's discussion

PROTECTED

From: Vicki LUDWIG
 Sent: Wednesday, 31 August 2016 1:28 PM
 To: s.47F
 Subject: FW: NPF followup table from Critical and Major Incidents. [SEC=PROTECTED]

PROTECTED

Here is yesterday's work on NPF referrals

PROTECTED

From: Vicki LUDWIG
 Sent: Tuesday, 30 August 2016 2:14 PM
 To: Kingsley WOODFORD-SMITH
 Subject: NPF followup table from Critical and Major Incidents. [SEC=PROTECTED]

PROTECTED

Hi KWS

In relation to your query regarding the progress of the 16 critical and major incidents that were referred to the NPF, the following update is provided:

- Of the 16 incidents, eight involved a minor (2 x concern for a minor; 2 x sexual assault; 4 x assault)
 - Of the two incidents of concern for a minor, the NPF have not received a formal complaint from the alleged victim in either of these two cases;
 - The two alleged sexual assault cases were both referred to the NPF. In the most serious of these cases involving a s.47F, the NPF advised that the s.47F. This case has been reviewed by both Moss and the CPP. The NPF advise the matter is considered resolved. The second of these cases involved a complaint from a young girl that the boys at school were touching her on the bottom. The complaint did not proceed as the NPF advised that there was no offence.
 - Of the four incidents involving fighting/assault, the NPF have advised that they have not received a formal complaint from the alleged victims in these cases. Two incidents relate to SP staff and minors s.47F. The second case involved a SP physically removing the minor from a tent. The third incident involved resident on resident and has been assessed by the NPF as "domestic discipline which was not excessive" and no offence has been found. The fourth incident involved residents fighting in RPC area 1. The NPF have not received formal complaints from any of the three alleged victims in this fourth incident.
- Of the 16 incidents, eight involved adults (3 x sexual assault; 2 x assault; 2 x actual self-harm and 1 x misbehaviour)
 - All three of the alleged sexual assault cases were referred to the NPF. In one case, the resident was unable to identify her attacker and in the second case, the victim withdrew her complaint and stated that the act had been consensual. In the third case s.47F, the matter was investigated but no suspect has been identified. The victim has three times failed to cooperate to assist with face-fit drawing process.
 - Of the two incidents of assault, one was between residents and the NPF have not received a formal complaint from the alleged victim. The second case involves a complaint arising from UoF on a resident by the NPF. The perpetrator has been charged and bailed. An update is being sought from the Prosecution;
 - The cases of resident self-harm involved residents who had ingested RID (1) and washing powder (1). The NPF have not been able to find records of these incidents.
 - The incident involving misbehaviour was a breach of the centre rules which was not a criminal matter and dismissed.

Guardian incident #	Date of incident	Risk Rating	Incident Type	Minor involved?	Description	AFP/NPF Identified Offence	NPF investigated/outcome	Referred to NPF
sca140147	s.47F/2014	Major	Fighting	No	Incident pertains to an altercation involving a verbal argument that escalated to physical violence between s.47F and s.47F. Other transferees stepped in in an attempt to calm the situation and to separate the transferees with two CSOs intervening in response to a "code black" and escorting s.47F opposite directions. s.47F were both seen by IHMS onsite who assessed them to have sustained superficial injuries.	No Victim complaint rec'd	No Offence	Y
SCA140439	s.47F/2014	Major	Concern for a minor	Yes	Incident pertains to a report received by two witnesses s.47F and s.47F during a welfare check with an SCA officer in regards to the display of sexualised behaviour by s.47F involving s.47F. The witnesses state they did not report the matter until the conversation with the SCA officer as they are afraid of s.47F who they s.47F believe has a history of physical violence.	No Victim complaint rec'd	No Offence	Y
SCA140459	s.47F/2014	Major	Concern for a minor	Yes	Incident pertains to a report received by three witnesses s.47F, s.47F and s.47F whereby s.47F disclosed that s.47F wrote a letter containing racist claims and a death threat against their family. It is alleged that s.47F sought to s.47F. Additionally s.47F that s.47F verbally threatened to kill s.47F and that she is very scared.	No Victim complaint rec'd	No Offence	Y
sca140647	s.47F/2014	Critical	Sexual assault	No	Incident pertains to a report made to s.47F by s.47F involving the alleged rape of s.47F approximately one month prior s.47F. It is stated that s.47F s.47F.	Sexual Assault	Matter investigated insufficient evidence to	Y

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					§ 47F she wanted to keep it quiet for fear of retaliation § 47F § 47F was taken to § 47F facility.			proceed	
sca140773	§ /2014	Major	Actual self-harm	No	§ 47F was found passed out after ingesting washing powder. More information to follow pending full summarisation of incident.	Self-Harm	No Offence		Y
sca141065	§ /2014	Major	Fighting	Yes	During a counselling session § 47F stated he has shaken his baby daughter on several occasions to stop her crying.	Parental Discipline	No Offence		Y
SCA141108	§ /2014	Major	Fighting	Yes	Incident pertains to an altercation involving physical violence by § 47F against § 47F. § 47F claims that § 47F had also torn his shirt and struck him three times in the back. Additionally § 47F claims that § 47F grabbed § 47F by the throat. § 47F attended IHMS at RPC1 for further assessment.	No Offence	No Offence		Y
sca150051	§ /2015	Critical	Sexual assault	Yes	Incident pertains to a report received by § 47F during a conversation with SCA § 47F. § 47F informed SCA officer that her husband § 47F had advised of alleged inappropriate sexualised behaviour by § 47G towards their son § 47F involving § 47F § 47F child. Protection Coordinator § 47F was advised.	Sexual Assault	Investigated		Y
SCA150330	§ /2015	Major	Assault	No	Incident pertains to the alleged consumption of alcohol the subsequent alleged use of force by guards and alleged injuries sustained as a result of assault by guards and the Police. More information to follow pending full summarisation of incident.	Assault - minor	Charged and bailed. NPF Liaison Officer is requesting information from DPP		Y
SCA150444	§ /2015	Major	Sexual assault	No	Incident pertains to the sexual assault of § 47F. § 47F More information to follow pending full summarisation of incident.	Sexual Assault	§ 47F was investigated no suspect victim has not cooperated three times to assist with face-fit drawing process.		Y
sca150445	§ /2015	Major	Misbehaviour	No	Incident pertains to § 47F failing to return to OPC by 1800 hours as per the Open Centre requirement. More information to follow pending full summarisation of incident.	No Offence	No Offence		Y
SCA150446	§ /2015	Major	Assault on a minor	No	Incident pertains to the alleged use of force by BRS officers physically removing a child from a tent.	No Offence	No Offence		Y
SCA150394	§ /2015	Major	Sexual assault	Yes	§ 47F spoke to case worker and claimed to have had non-consensual sex. She did not tell IHMS as she did not want "lots of questions". She told the man "No No No" and that she only wanted sexual relations with her husband. Incident occurred during Open Centre and the man § 47F.	Sexual Assault	complaint withdrawn by complainant as it was consensual sex		Y
sca150496	§ /2015	Critical	Actual self-harm	No	Transferee § 47F ingested a bottle of RID insect repellent in the RAA. § 47F became unresponsive and began to vomit and was immediately transported to IHMS. Upon arrival to § 47F became very aggressive kicking and screaming and as such was light restraint was used to prevent harm to herself and others. § 47F became compliant and restraint was removed. § 47F was moved to the OHMS holding bay for observations and calmed down dramatically.	Self-Harm	No Offence		Y
sca150574	§ /2015	Critical	Assault on a minor	Yes	§ 47F reported that a Wilsons Security Guard had hit him. It is alleged a security guard entered a tent occupied by § 47F 3 other transferees and subsequently yelled at them and threw a chair which hit one of the other transferees.	Assault - minor	No Offence		Y

Case worker followed up on an information Report in which

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SCA150583	S	/2015	Major	Sexual assault	Yes	<p>S 47F S 47F stated S 47F run up and touched me on the bottom and then run away"</p> <p>S 47F was asked when this occurred which was answered "Last week at school all the time"</p> <p>S 47F was asked if there was anything else that made her feel uncomfortable which she stated "no"</p>	No offence	No Offence	Y
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Vicki Ludwig
A/g Commander Offshore Operational Coordination, Detention, Compliance and Removals Division, Operations Group
Australian Border Force
Wk: S 47F
M: S 47F
E: vicki.ludwig@border.gov.au

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From: Vicki LUDWIG
To: s 47F
Subject: Nauru File SA and SE SA stats [SEC=PROTECTED]
Date: Tuesday, 27 September 2016 5:30:45 PM

PROTECTED

Hi All

Please see the detail regarding the 22 Nauru File SA. Can I please meet with s 47F and the team tomorrow morning to discuss?

Thanks

Vicki

Nauru Files Explanation

How many sexual assaults are in *the Guardian's* major and critical categories?

- × Eight incidents are classified in the major category and two in the critical category.
- × There are a total of 22 incidents of sexual assaults across all incident categories.

How many involve children?

- × Twelve of these 22 incidents involve a minor.
- × One incident was classified in the Critical category and six incidents were classified in the Major category.

How many were referred to NPF?

- × Of the 22 sexual assault incidents across all categories, nine were referred to the NPF. Two of these incidents were in the critical incident category and seven were in the major incident category (two involving a minor and three involving adults).

What is the status of those investigations?

- × In the critical and major categories, the two alleged sexual assault cases against children were both referred to the NPF. In the most serious of these cases s 47F

This case has been reviewed by both Moss and the Child Protection Panel (CPP). The second of these cases involved a complaint from a young girl that the boys at school were touching her on the bottom. The complaint did not proceed as the NPF advised that there was no offence.

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- × Three cases of alleged sexual assault cases against adults were referred to the NPF. In one case, the resident was unable to identify her attacker and in the second case, the victim withdrew her complaint and stated that the act had been consensual. In the third case, s 47F [REDACTED] the matter was investigated but no suspect has been identified. The victim has three times failed to cooperate to assist with face-fit drawing process.

How many involve service providers?

- × Of the 22 sexual assault cases, six involve allegations that include service provider personnel.

How many were reviewed by Moss & CPP?

- × Across the 22 sexual assault incidents, five cases were considered by the Moss Review, seven were considered by the CPP and three cases were considered by both.

What was the involvement of service providers in these incidents?

- × There were six of the 22 sexual assault cases that involved service providers. One case was a complaint that a service provider had been sexually harassed while out jogging. There was one incident of a service provider being inappropriately touched by a s 47F [REDACTED]. Two cases involved service provider staff sexually harassing residents, and two cases involved inappropriate touching of a child resident by guards.

Did any service provider staff have their employment terminated as a result of these allegations?

- × One incident of alleged sexual misconduct resulted in the termination of a service provider employee (s 47G [REDACTED]).

Vicki Ludwig

A/g Commander Offshore Operational Coordination | Detention, Compliance and Removals
Division | Operations Group

Australian Border Force

Wk: s 47F [REDACTED]

M: s 47F [REDACTED]

E: vicki.ludwig@border.gov.au

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From: s 47F
To: Vicki LUDWIG
Subject: RE: Nauru Files - Final Brief and Tables [SEC=~~PROTECTED~~, DLM=~~Sensitive~~]
Date: Tuesday, 27 September 2016 1:57:32 PM

Hi Vicki,

Have touched base with s 47F will send through updated briefs and tables as requested.

Regards

s 47F

Sent with Good (www.good.com)

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

From: Vicki LUDWIG

Sent: Tuesday, September 27, 2016 12:23 PM AUS Eastern Standard Time

To: s 47F

Subject: RE: Nauru Files - Final Brief and Tables [SEC=~~PROTECTED~~, DLM=~~Sensitive~~]

~~PROTECTED~~, Sensitive

Hi s 47F

Could you please check/provide the latest version of these briefs to s 47F?

Many thanks

Vicki

~~PROTECTED~~, Sensitive

From: s 47F

Sent: Tuesday, 27 September 2016 11:58 AM

To: Vicki LUDWIG

Subject: Nauru Files - Final Brief and Tables [SEC=~~PROTECTED~~, DLM=~~Sensitive~~]

~~PROTECTED~~, Sensitive

Hi Vicki,

In s 47F's absence this week, I'm working on the draft version of the Secretary/Commissioner's Minute on the proposed long-term IT solutions for managing RPC-related Incident Data.

I've attached the most recent brief we've received from the Offshore Operational Coordination Branch. Are the attached documents the final versions produced? If there are subsequent versions, is it possible to obtain those for our reference?

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Many thanks

Kind regards

s 47F

A/g Director

Reform Strategy Branch

Strategic Reform Group

Department of Immigration and Border Protection

P: s 47F

E: s 47F [@border.gov.au](mailto:s 47F@border.gov.au)

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From: WOODFORD-SMITH Kingsley
To: s 47F [REDACTED]; [Kingsley WOODFORD-SMITH](#)
Cc: [LUDWIG Vicki](#); s 47F [REDACTED]
Subject: Nauru files [DLM=For-Official-Use-Only]
Date: Tuesday, 4 October 2016 11:15:37 AM
Attachments: [Document2.docx](#)

s 47F [REDACTED]

Hi and as discussed.

Thanks and regards

Kingsley Woodford-Smith
Assistant Commissioner Detention Compliance and Removals.
Operations Group
Australian Border Force
P: (02) 6275 6846 | s 47F [REDACTED]
E: kingsley.woodford-smith@border.gov.au

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**Department of Immigration and Border Protection
Supplementary Estimates – October 2016**

KEY BRIEF

Leaked Incident Reports - Nauru

Key Points

- On 10 August 2016 the Guardian published 2,107 leaked incident reports pertaining to the Nauru Regional Processing Centre on its website under the web-handle ‘the Nauru files’.
- The Department has undertaken a review of all 2107 incidents (covering the period May 2013 to October 2015) to establish that actions have occurred in response to these reports.
- The incidents fall into the following four categories:
 - 21 Critical;
 - 272 Major;
 - 963 Minor; and
 - 851 Information and unclassified reports
- Of the 21 reports categorised as being Critical, the Department has confirmed that in all cases immediate and appropriate actions were taken in all cases.
- Of the 272 major incident reports, 260 incidents had immediate action taken and the Department is still investigating the remaining 12 reports to confirm the response action.
- 1814 of the reports are lower level incidents categorised as minor, information and unclassified. An example of these incidents include: “microwaves were not working and transferees were agitated”. Notwithstanding that these reports indicate lower level incidents, the Department is ensuring that in all cases reported there has been appropriate follow-up and response.
- What type of incidents categories made up the 21 Critical incidents?

Critical incidents

Incident types	Count
Abusive or aggressive behaviour	1
Actual self-harm	9
Assault	2
Assault on a minor	1
Concern for a minor	4
Non-compliance	1
Sexual assault on a minor	1
Sexual assault on an adult	1
Voluntary starvation	1
Total	21

- Of the 21 reports categorised as being Critical, a large number of these relate to actual self-harm. The Department has confirmed that in all cases action was taken, such as referral to

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Nauru Police Force, health service providers and where appropriate, termination of employment where a service provider was identified.

- What type of incidents categories made up the 272 Major incidents?

Major incidents

Incident types	Count	Incident types	Count
Abusive or aggressive behaviour	17	Fighting	17
Accident or injury	9	Medical incident	2
Actual self-harm	29	Misbehaviour	6
Assault	29	Obscene behaviour	6
Assault on a minor	51	Property damage	1
Complaint	3	Sexual assault on a minor	6
Concern for a minor	7	Sexual assault on an adult	2
Demonstration	1	Threatened self-harm	65
Disturbance	3	Unclassified	4
Family violence	6	Voluntary starvation	8
Total		272	

- Of the 272 incident reports categorised as being major a large number of these relate to The Department has confirmed that 260 incidents had immediate action taken and the Department is still **investigating the remaining xxx**
- What type of responses are taken in these cases?
- Police, VSS, CPU, Mental health, PSP elfare etc etc. Generic across the range. (such as referral to the Nauru Police Force, health service providers and where appropriate, termination of employment where a service provider was identified had an immediate action taken such as referral to the Nauru Police Force, health service providers and where appropriate, termination of employment where a service provider was identified)
- How many of the critical and major incidents were referred to Police?
- Of these critical and major incidents, 16 were referred to the Nauru Police Force (NPF). Records indicate that one incident resulted in the arrest and charge of an individual, no one was found in five cases, and one complaint was withdrawn. The Department is consulting the NPF to determine the current status of the remaining nine incidents referred to the NPF further investigation.
- On 19 September 2016, the Guardian published a further 16 Connect Settlement Service incidents (51 pages).

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- The Department has undertaken a review of the 16 incidents to establish that actions have occurred in response to these reports
- The incidents fall into the following four categories:
 - 2 Critical;
 - 9 Major; and
 - 5 Minor reports.

Critical incidents

Incident types	Count
Abusive or aggressive behaviour	0
Actual self-harm	2
Assault	0
Assault on a minor	0
Concern for a minor	0
Non-compliance	0
Sexual assault on a minor	0
Sexual assault on an adult	0
Voluntary starvation	0
Total	2

Major incidents

Incident types	Count	Incident types	Count
Abusive or aggressive behaviour	0	Fighting	0
Accident or injury	0	Medical incident	0
Actual self-harm	2	Misbehaviour	0
Assault	2	Obscene behaviour	0
Assault on a minor	0	Property damage	0
Complaint	0	Sexual assault on a minor	0
Concern for a minor	0	Sexual assault on an adult	1
Demonstration	0	Threatened self-harm	4
Disturbance	0	Unclassified	0
Family violence	0	Voluntary starvation	0
Total		9	

- Within the CSS released reports, both reports categorised as being Critical relate to actual harm. The Department has confirmed that in these cases appropriate action was taken.
- Of the 9 major incident reports, 6 incidents were referred to the Nauru Police Force or the service providers. The remaining 3 reports require further investigation to confirm the res action.
- Of these CSS reports, four incidents involved a child (three major incidents including one self-harm and two threats of self-harm and one minor incident involving a threat of self-harm). In the actual self-harm incident (the child jumped off the balcony), **s 47F**

s 47F child is receiving appropriate medical treatment. The Department has confirmed that in this case appropriate action was taken.

- Of the 11 critical and major incidents, 3 were referred to the Nauru Police Force (NPF). The status of these referrals is being investigated. In the case of the adult sexual assault, **s 47F** stated she did not wish to make a formal statement.
- The review of the five Minor incidents indicate that one relates to an accident injury and four relate to threats of self-harm. Notwithstanding that these reports indicate low level incidents, the Department is ensuring that in all cases reported there has been appropriate follow-up and response.

“If asked”

- How many sexual assaults are in the Guardian’s major and critical categories?
 - Related to the Save the Children incident reports:
 - There are a total of 22 incidents of sexual assaults across all incident categories.
 - Eight incidents are classified in the major category and two in the critical category.
 - Related to the Connect Settlement incident reports:
 - s 47F
- How many involve children?
 - Related to the Save the Children incident reports:
 - Twelve of these 22 incidents involve a minor.
 - One incident was classified in the Critical category and six incidents were classified in the Major category.
 - Related to the Connect Settlement incident reports:
 - None involved a minor
- How many were referred to NPF?
 - Of the 22 sexual assault incidents (Save the Children) across all categories, nine were referred to the NPF. Two of these incidents were in the critical incident category and seven were in the major incident category (two involving a minor and three involving adults).
 - s 47F
- What is the status of those investigations?
 - Related to the Save the Children incident reports:
 - In the critical and major categories, the two alleged sexual assault cases against children were both referred to the NPF. In the most serious of these cases involving s 47F s 47E(d) This case has been reviewed by both Moss and the Child Protection Panel (CPP). The second of these cases involved a complaint from a young girl that the boys at school were touching her on the bottom. The complaint did not proceed as the NPF advised that there was no offence.
 - Three cases of alleged sexual assault cases against adults were referred to the NPF. In one case, the resident was unable to identify her attacker and in the second the victim withdrew her complaint and stated that the act had been consensual. In the third case, s 47F s 47F the matter was investigated but no suspect has been identified. The victim has at times failed to cooperate to assist with face-fit drawing process.
 - Related to the Connect Settlement incident reports:
 - s 47F but stated she did not wish to make a formal statement.
- How many involve service providers?
 - Of the 22 sexual assault cases, six involve allegations that include service provider personnel.
- How many were reviewed by Moss & CPP?
 - Across the 22 sexual assault incidents, five cases were considered by the Moss Review and seven were considered by the CPP and three cases were considered by both.

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- What was the involvement of service providers in these incidents?
 - There were six of the 22 sexual assault cases that involved service providers. One case was a complaint that a service provider had been sexually harassed while out jogging. There was one incident of a service provider being inappropriately touched by a [REDACTED]. Two cases involved service provider staff sexually harassing residents, and two cases involved inappropriate touching of a child resident by guards.
- Did any service provider staff have their employment terminated as a result of these allegations?
 - One incident of alleged sexual misconduct resulted in the termination of a service provider employee (s 47Gs 47G [REDACTED]).
- If asked about incidents in Nauru, other than the 2107 incidents revealed by The Guardian Australia.
 - Since November 2014, all incident reports are recorded on a single system. To date, this totals approximately 4,800 incidents in Nauru. This data will be interrogated with a view to ensuring that all the incidents have been managed appropriately.
- What is the Department doing to ensure the integrity of the incident management system?
 - The Department has considered our incident management processes which have in place from the inception of the RPCs. These processes have been improved in response to past external reviews, and the Department continues to look for ways to improve the processes on an ongoing basis.
- What is the Department doing in response to continued action?
 - The Department and contracted service providers have a close working relationship with the NPF. Support and resources within the RPC are provided by NPF on a needs basis.
 - The Department has funded the deployment of two AFP officers to Nauru to support, mentor and train NPF officers in investigations, community policing and dealing with the investigation of child abuse and sexual assault claims reported to the NPF.
 - The Government of Nauru (GoN) has also established a Gender Violence Unit within the Home Affairs Ministry, including a gender violence hotline. The Unit provides first response to an incident, and the Victim Support Service provides welfare, support and counselling services.
 - A Child Protection Unit has also been established within the Home Affairs Ministry. A Nauru Child Protection Manual was implemented to provide a policy and practice guide to identify, report and respond to cases of child abuse and neglect, including those where children are victim of, or witness to, incidences of family violence.
 - A Joint Intelligence Group (JIG) meets weekly at the local police station to discuss atmospherics as a result of significant issues, incidents or events that may impact mood across the RPCs and settlement sites. This forum is led by the NPF and attended by AFP, ABF and intelligence staff from Wilson Security.

Background

- Save the Children Australia (SCA) was previously contracted to provide welfare services transferee families and children with the Nauru Regional Processing Centres between 1 April 2013 and 31 October 2015. In this period, SCA maintained data holdings including (but limited to) learning plans, educational attendance and evaluation records for children, and internal processes for providing welfare support as part of the response to reporting and managing incidents.

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- A review of all incidents are broken down into the following general descriptors:
 - 1063 – sexual nature, child hit/abused by adult, domestic violence, mental health, medical
 - 528 – minor misbehaving, offensive language, threat to harm, threat/actual self-harm)
 - 492 – Amenity issues (such as accommodation, cleaning, construction, internet/phones, issues with buses, vandalism)
 - 24 – Other (do not fit in the above categories, such as communications)
- Generally, the incidents have been appropriately classified; however, other incidents have been misclassified and have not had their classification downgraded. Examples of misclassification in each of the “critical”, “major” and “minor” categories are provided below:
- Examples of ‘critical’ incidents include:
 - A transferee disclosed that she had filmed a video of her voicing her concerns and that the media in Australia already had the footage. She refused to provide further information.
 - The transferee informed a SCA worker that she had her photo taken by a Nauruan local security employee and that photo had been sent to the ABC or SBS. She further advised the SCA worker that it was a Nauruan Client Service Officer who used a camera phone. The transferee later advised that she had received emails from The Guardian newspaper because she had not yet given permission for the person who took the video to send it.
 - A 16-year old transferee had submitted a forged permission slip and was able to exit RPC3 under 'open centre' arrangements without parental consent. The minor left the facility with a 36 year-old female transferee and her son. Wilsons made attempts to contact the woman by phone but were unsuccessful. The minor’s family were not distressed as they knew and were comfortable with the people with whom he left the RPC. The minor returned to RPC3 at 6.00pm and was spoken to about the parameters of the open centre arrangements.
- Examples of ‘major’ incidents include:
 - An unaccompanied minor on a beach excursion touched a sea urchin, which resulted in her finger being discoloured and swollen. Water was poured over the finger and the excursion was terminated. IHMS examined the finger and provided the transferee with antibiotic and scheduled a check-up appointment.
 - Two minors were playing badminton, and got into an argument which resulted in Both had arms around each other's necks and had their hands on a racquet. They split up and told to stop. After being spoken to about their behaviour, the two engaged in a fight grabbing on to each other's arms and were again split up.
- Examples of minor, unclassified or information incidents include:
 - Microwaves were not working and transferees were agitated.
 - Construction had started early in the morning and a SCA worker was unable to fulfil working duties due to being unable to sleep.
- Connect Settlement Services is contracted to deliver settlement support to refugees temporarily settling in the Nauru community. The contract commenced on 8 December 2014 and will end on 7 December 2016. Settlement support services are provided through a needs based welfare case management model designed to promote independence and self-agency and include accommodation support, and employment, education and health linking.
- On 3 October 2014, the then Minister for Immigration and Border Protection, the Hon. Scott Morrison MP, announced a review into allegations relating to conditions and circumstances at the Nauru Regional Processing Centre between July 2013 and October 2014 “the Moss Review”.

- As at 9 September 2016, the Department has implemented 17 of the 19 recommendations from the Moss Review, and 36 of the 38 associated action items. The two outstanding action items are matters for the Government of Nauru.
- In response to findings from the Moss Review an Incident Management Group was established in February 2015. This group comprises representatives from the Government of Nauru, ABF, AFP and service providers and meets each morning (Monday to Friday) to review appropriate actions and where necessary re-categorise incidents. Prior to this, Wilsons Security would review incidents entered by their staff and Departmental staff could request reclassification of all incidents.
- The Department established the CPP in March 2015 to provide independent advice on issues pertaining to the wellbeing and protection of children in regional processing centres and immigration detention. Of the 36 incident reviews of Nauru incidents assessed by the CPP, 18 were originally identified in the Moss Review. The CPP provided assurance that a comprehensive and contemporary framework relating to the protection of children was in place and provided their advice and recommendations for addressing any outstanding matters on these incidents, in particular any systemic issues.
- The CPP was supported by a Departmental Taskforce, which was stood up in March 2016. This Taskforce has progressed action items identified by the CPP, following the completion of the Panel's tenure (April 2016).
- The Government of Nauru (GoN) established a Family and Community Services Division with the Ministry of Home Affairs in October 2013.
- In June 2015, the GoN established a dedicated Child Protection Unit with a staff of 6 people.
- The Child Protection Unit has the lead responsibility for the care and protection of children in Nauru and has established systems and processes to respond to cases of child abuse and neglect.
- In early 2016, the GoN's mandatory child protection reporting policy was endorsed. The NPF has introduced a permanent police presence at the Regional Processing Centre.
- The Department has funded the deployment of five Australian Federal Police officers to Nauru to support, mentor and train NPF officers in investigations, community policing and dealing with the investigation of child abuse and sexual assault claims reported to the NPF.
- The GoN recently established a Gender Violence Unit and a gender violence hotline within the Home Affairs Ministry. The Unit provides first response to an incident, and the Victim Support Service provides welfare, support and counselling services.

Consultation

Nil

Responsible Officer	Contact Officer
Kingsley Woodford-Smith Assistant Commissioner Detention Compliance & Removals Ph: (02) 6275 6846	Vicki Ludwig A/g Commander Offshore Operational Coordination Ph: s 47F Mob: s 47F

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From: Kingsley WOODFORD-SMITH
To: s 47F
Cc: Vicki LUDWIG; s 47F
Subject: RE: Nauru files [DLM=For-Official-Use-Only]
Date: Wednesday, 5 October 2016 1:32:26 PM

Thanks s

Thanks and regards

Kingsley Woodford-Smith
Assistant Commissioner Detention Compliance and Removals.
Operations Group
Australian Border Force
P: (02) 6275 6846 | M: s 47F
E: kingsley.woodford-smith@border.gov.au

From: s 47F
Sent: Wednesday, 5 October 2016 1:31 PM
To: WOODFORD-SMITH Kingsley
Cc: LUDWIG Vicki; s 47F
Subject: RE: Nauru files [DLM=For-Official-Use-Only]

Hi Kingsley

Further updates to brief as per discussions. Printed hard copy on the way.

Regards

s 47F

Programme Coordinator Manus
Offshore Operational Coordination | Detention, Compliance and Removals Division
Australian Border Force
Mobile: +61 s 47F
E-mail: s 47F @border.gov.au

4

From: s 47F
Sent: Tuesday, 4 October 2016 10:58 PM
To: WOODFORD-SMITH Kingsley
Cc: LUDWIG Vicki; s 47F
Subject: RE: Nauru files [DLM=For-Official-Use-Only]

Hi Kingsley

As per discussions today, please find attached updated brief.

First thing tomorrow will be a fact check of the areas in green. I have tasked s 47F and s 47F to review and update these two areas.

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Speak to you when you are back from Belconnen.

Regards

S
[REDACTED]

From: WOODFORD-SMITH Kingsley
Sent: Tuesday, 4 October 2016 11:16 AM
To: S 47F [REDACTED] Kingsley WOODFORD-SMITH
Cc: LUDWIG Vickj; S 47F [REDACTED]
Subject: Nauru files [DLM=For-Official-Use-Only]

S
[REDACTED]

Hi and as discussed.

Thanks and regards

Kingsley Woodford-Smith
Assistant Commissioner Detention Compliance and Removals.
Operations Group
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P: (02) 6275 6846 | S 47F [REDACTED]
E: kingsley.woodford-smith@border.gov.au

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From: Vicki LUDWIG
To: s 47F Media Operations; WOODFORD-SMITH Kingsley
Subject: RE: Nauru files lines for the Australian [DLM=For-Official-Use-Only]
Date: Thursday, 13 October 2016 4:29:57 PM
Attachments: [image001.png](#)

For-Official-Use-Only

Hi s 47F

Apologies for the delay in responding, we had an emergency evacuation of the building! My changes in green and pink.

Kind regards
Vicki

ISSUE

These talking points have been prepared for The Australian for a piece they are running on The Nauru Files.

TALKING POINTS

- The Department undertook an immediate review of all 2123 (including CSS) redacted incident reports over a period of xxx weeks(suggest delete doesn't add anything) in order to ensure all incidents had been reported appropriately and that any individual the subject of a report had received appropriate care and support.
- This task was made more difficult by *The Guardian's* refusal to make the unredacted documents available to it.
- While any allegation of sexual assault or other serious violence is a concern, the suggestion that such incidents are common, or not taken seriously by the Department or its service providers, is not supported by a review of the documents.
- The review confirmed that all of these incidents(this is only true for the critical category and not for major and minor incidents) had previously been reported to the Department, consistent with reporting requirements, and that appropriate investigation action had been taken where required in relation to the most serious matters.
- Of the more serious allegations, five cases were considered by the Moss Review, seven were considered by the CPP and three cases were considered by both.
- The review also confirmed that the majority of the reports related to non-critical incidents and did not involve allegations of abuse, or actual self-harm.

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- Many of the reports were ‘information’ reports, covering matters such as injuries sustained during recreational activities.
- The incidents were reported within four categories: 23 critical, 281 major, 968 minor and 851 information and unclassified reports.
- Of the 23 critical reports, it was confirmed immediate and appropriate action was taken in every case. This included six cases in which sexual assault, abuse or other physical violence had been alleged.
- Of those 23 critical and 281 major incident reports, 19 were referred to the Nauru Police Force. One person has been charged. A significant number of matters were not referred to police as they did not relate to breaches of Nauruan law or for reasons including withdrawal of the complaint.
- The Department and its service providers continue to work closely with the Nauruan authorities in order to resolve these matters and ensure appropriate action is taken where appropriate.
- Of the 281 major incident reports, the Department has identified that in 270 cases (96 per cent) immediate and appropriate action was taken. Due to the nature of information recorded in legacy systems, the remaining 11 cases (4%) had insufficient information to determine what actions were taken.
- The Department was not asked by *The Guardian* to comment on the incident reports before their release, and declined the Department’s request to provide unredacted copies of the documents to assist with efforts to check all appropriate action had been taken in relation to the incidents.
- While completing this review the Department has also finalised its Child Safeguarding Framework, which will ensure a consolidated and consistent approach for staff and service providers relating to safeguarding children. These two points are not OOC to clear
- The Department has also published an online resource to provide greater transparency and clarity of how the immigration detention system in Australia operates, including detailed information regarding the robust system of oversight and assurance.
- “It is clear the contention that the ‘Nauru files’ represented ‘thousands’ of cases of abuse of transferees and refugees cannot be supported by any independent review of the documents released by The Guardian,” a spokesperson for the Department said.
- “These incident reports were not new, or unknown to the Department, and in the vast majority of cases where an individual could be identified, appropriate actions were taken at the time of the initial incident.”
- “This episode again demonstrates the risks of relying on unverified incident reports and the use of raw incident reporting data to make generalised statements about the standard of care in Nauru – where the Department and its service providers continue to work exceptionally hard in support of the Government of Nauru to deliver services and support to transferees and refugees.”

s 47F

For-Official-Use-Only

From: s 47F
Sent: Thursday, 13 October 2016 2:56 PM
To: Vicki LUDWIG
Subject: FW: Nauru files lines for the Australian [DLM=For-Official-Use-Only]

For-Official-Use-Only

C OOC

Vicki

Grateful if you could provide the detail

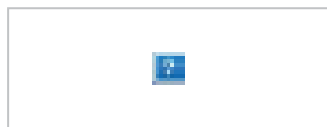
Thanks

s 47F

s 47F

Executive Officer to Kingsley Woodford-Smith | Assistant Commissioner
Detention, Compliance and Removals Division
Operations Group
Australian Border Force

P: s 47F | M: s 47F
E: s 47F@border.gov.au



For-Official-Use-Only

From: s 47F
Sent: Thursday, 13 October 2016 2:33 PM
To: s 47F
Cc: s 47F
Subject: FW: Nauru files lines for the Australian [DLM=For-Official-Use-Only]

Mate,

[for limited distribution]

Understand Kinglsey is travelling.

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Can you have a look at the below for us? The two main points we need are highlighted in Gray

s 47F

From: s 47F
Sent: 13/10/2016 2:04 PM
To: [WOODFORD-SMITH Kingsley](#)
Cc: [Media Operations](#); s 47F
Subject: Nauru files lines for the Australian [DLM=For-Official-Use-Only]

Hi Kingsley,

As discussed with s 47F Please see below.

ISSUE

These talking points have been prepared for The Australian for a piece they are running on The Nauru Files.

TALKING POINTS

- The Department undertook an immediate review of all 2,107 redacted incident reports over a period of xxx weeks in order to ensure all incidents had been reported appropriately and that any individual the subject of a report had received appropriate care and support.
- This task was made more difficult by *The Guardian's* refusal to make the unredacted documents available to it.
- While any allegation of sexual assault or other serious violence is a concern, the suggestion that such incidents are common, or not taken seriously by the Department or its service providers, is not supported by a review of the documents.
- The review confirmed that all of these incidents had previously been reported to the Department, consistent with reporting requirements, and that appropriate investigation action had been taken where required in relation to the most serious matters.
- Several of the more serious allegations (how many??) had already been reviewed by Mr Moss in his review.
- The review also confirmed that the majority of the reports related to non-critical incidents and did not involve allegations of abuse, or actual self-harm.
- Many of the reports were 'information' reports, covering matters such as injuries sustained during recreational activities.
- The incidents were reported within four categories: 21 critical, 272 major, 963

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minor and 851 information and unclassified reports.

- Of the 21 critical reports, it was confirmed immediate and appropriate action was taken in every case. This included xxxxx cases in which sexual assault, abuse or other physical violence had been alleged.
- Of those 21 critical and 272 major incident reports, 16 were referred to the Nauru Police Force, who have xxx investigations underway. One person has been charged. A number of matters were not referred to police for reasons including withdrawal of the complaint.
- The Department and its service providers continue to work closely with the Nauruan authorities in order to resolve these matters and ensure appropriate action is taken where appropriate.
- Of the 272 major incident reports, the Department has identified that in 261 cases (96 per cent) immediate and appropriate action was taken. Due to the nature of information recorded in legacy systems, the remaining 11 cases (4%) had insufficient information to determine what actions were taken.
- The Department was not asked by *The Guardian* to comment on the incident reports before their release, and declined the Department's request to provide unredacted copies of the documents to assist with efforts to check all appropriate action had been taken in relation to the incidents.
- While completing this review the Department has also finalised its Child Safeguarding Framework, which will ensure a consolidated and consistent approach for staff and service providers relating to safeguarding children.
- The Department has also published an online resource to provide greater transparency and clarity of how the immigration detention system in Australia operates, including detailed information regarding the robust system of oversight and assurance.
- "It is clear the contention that the 'Nauru files' represented 'thousands' of cases of abuse of transferees and refugees cannot be supported by any independent review of the documents released by The Guardian," a spokesperson for the Department said.
- "These incident reports were not new, or unknown to the Department, and in the vast majority of cases where an individual could be identified, appropriate actions were taken at the time of the initial incident."
- "This episode again demonstrates the risks of relying on unverified incident reports and the use of raw incident reporting data to make generalised statements about the standard of care in Nauru – where the Department and its service providers continue to work exceptionally hard in support of the Government of Nauru to deliver services and support to transferees and refugees."

s 47F

Media Operations
Department of Immigration and Border Protection
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From: Vicki LUDWIG
To: S 47F
Subject: MS16-003317 Nauru Files - completion of research.docx [SEC=PROTECTED]
Date: Friday, 14 October 2016 5:14:46 PM
Attachments: [MS16-003317 Nauru Files - completion of research.docx](#)

PROTECTED

Hi S

MINSUB for KWS urgent clearance

Kind regards

Vicki

PROTECTED

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To Minister for Immigration and Border Protection

Subject Nauru Files - completion of research

Timing Please action by 11 October 2016

Recommendations

That you:

- 1. Note the information in relation to the additional 16 incidents reported by the Guardian on 19 September 2016; and noted / please discuss
- 2. Note the status update on the 2123 Nauru Files, and that the research has been completed. noted / please discuss

Minister for Immigration and Border Protection

Date:...../...../2016

Signature.....

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Minister's Comments				
Rejected Yes/No	Timely Yes/No	Relevance <input type="checkbox"/> Highly relevant <input type="checkbox"/> Significantly relevant <input type="checkbox"/> Not relevant	Length <input type="checkbox"/> Too long <input type="checkbox"/> Right length <input type="checkbox"/> Too brief	Quality Poor 1.....2.....3.....4.....5 Excellent Comments:

Key Issues

- On 10 August 2016 the Guardian published 2107 leaked incident reports pertaining to the Nauru Regional Processing Centre on its website under the web-handle 'the Nauru files'.
- On 19 September 2016, The Guardian Australia published a further 16 incident reports relating to the Nauru Regional Processing Centre (RPC). These incident reports were documents created by Connect Settlement Services (CSS).
- These additional 16 incidents have been reviewed by the Department for immediate action taken and the appropriateness of action. The incidents fall into the following categories:
 - 2 Critical (both were actual self-harm incidents);
 - 9 Major (comprising two actual self-harm, two assault, one sexual assault on an adult, and four threatened self-harm incidents); and
 - 5 Minor reports.
- Of these 16 incident reports, four incidents involved a child (three major incidents including one actual self-harm, two threats of self-harm, and one minor incident involving a threat of self-harm). The actual self-harm incident involved a child jumping off a balcony. s 47F [redacted] the child is receiving appropriate medical treatment. The Department has confirmed that appropriate action was taken.
- Of the 11 critical and major incidents, three were referred to the Nauru Police Force (NPF). In one of these cases, the alleged perpetrator has been charged and one case remains under investigation. In the case of the adult sexual assault, s 47F [redacted] however, stated that she did wish to make a formal statement.
- The review of the five minor incidents indicates that one incident relates to an accident in [redacted] and four incidents relate to threats of self-harm. The Department has ensured that there has been appropriate follow-up and response in all cases.

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7. The Department has now completed a review of all 2123 incidents (covering the period May 2013 to March 2016) to establish that actions have occurred in response to these reports.
8. The total incidents published by the Guardian fall into the following four categories:
 - 23 Critical;
 - 281 Major;
 - 968 Minor; and
 - 851 Information and unclassified reports
9. Of the 23 reports categorised as being Critical, the Department has confirmed that in all cases immediate and appropriate action was taken.
10. Of the 281 reports categorised as being Major incidents:
 - 270 incidents had immediate and appropriate action taken
 - 11 had insufficient information to determine what actions were taken and accordingly it is not possible to determine if appropriate action was or was not taken.
11. Of the 1819 reports categorised as minor, information and unclassified.
 - The Department has been able to match or find a corresponding record for 1527 incidents against Departmental holdings. Irrespective of this, the Department reviewed all 1819 Guardian documents within the minor, information only or unclassified descriptor to determine actions taken and the appropriateness of these actions.
 - Immediate and appropriate action was taken in 1460 situations
 - 268 records had insufficient information to determine what actions were or were not taken. Accordingly it is not possible to determine if appropriate action was or was not taken.
 - 91 incidents were identified as having immediate action taken however there was nil or minimal information available for the officers reviewing these incidents to determine the appropriateness of that action.
12. The Department engaged KPMG Australia and Hudson's Recruitment to bring forensic data investigation capability and to build the necessary databases. An interim ICT solution, *Tableau*, has been developed by KPMG to effectively interrogate, analyse and generate statistical reporting of the incidents released by The Guardian, including an ability to explore individual incidents and related reports.

Background

- Save the Children Australia (SCA) was previously contracted to provide welfare services to transferee families and children within the Nauru Regional Processing Centres between 1 August 2013 and 31 October 2015. In this period, SCA maintained data holdings including (but not limited to) learning plans, educational attendance and evaluation records for child and internal processes for providing welfare support as part of the response to reporting a managing incidents.
13. Connect Settlement Services is contracted to deliver settlement support to refugees temporarily settling in the Nauru community. The contract commenced on 8 December 2015 and will expire on 7 December 2016. Settlement support services are provided through a needs-based welfare case management model designed to promote independence and self agency, and include income and accommodation support, and employment, education and health linking.

Consultation – internal/external

14. Consultation has occurred with Strategic Reform, Detention Services Division and Service Providers. Cross matching of the reports with the Detention Assurance Team (for connection to Moss Review and Child Protection Panel review). Follow up with the Nauru Police Force will occur in appropriate circumstances.

Consultation – Secretary/Commissioner

15. The Secretary and Commissioner were not consulted on the approach in the submission.

Client service implications

16. N/A.

Sensitivities

17. All incident data is regarded as sensitive as it relates to specifics involving individuals, while the information has been subject to an unauthorised release and as such has reputational risks for the Department, service providers and the Government of Nauru.

Financial/systems/legislation/deregulation implications

18. Financial implications following the Department’s response to The Guardian’s unauthorised release of Nauru incident reports has resulted in contracts with KPMG Australia and Hudson’s Recruitment to the value of \$150,000, and approximately 4,000 hours of unanticipated response work.

Attachments N/A

Authorising Officer
<p>Cleared by:</p> <p>(cleared electronically) Kingsley Woodford-Smith Assistant Commissioner Detention Compliance and Removals Division</p> <p>Date: 22 September 2016 Ph: 02 6275 6846</p>

Contact Officer Vicki Ludwig, A/g Commander, Offshore Operational Coordination Branch, Ph: s 47F .

Through Acting Deputy Commissioner Operations

CC Acting Secretary
Acting Commissioner
Acting Deputy Commissioner Support
Deputy Secretary Strategic Reform Group

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**Department of Immigration and Border Protection
Supplementary Estimates – October 2016**

KEY BRIEF

Leaked Incident Reports - Nauru

Key Points

- On 10 August 2016 the Guardian published 2107 leaked incident reports pertaining to the Nauru Regional Processing Centre on its website under the web-handle ‘the Nauru files’.
- On the 19 September 2016 the Guardian published a further 16 leaked incident reports pertaining to the Nauru Regional Processing Centre.
- The Department has undertaken a review of all 2123 incidents (covering the period May 2013 to March 2016) to establish that actions have occurred in response to these reports.
- The total incidents published by the Guardian fall into the following four categories:
 - 23 Critical;
 - 281 Major;
 - 968 Minor; and
 - 851 Information and unclassified reports
- Of the 23 reports categorised as being Critical, the Department has confirmed that in all cases immediate and appropriate action was taken.
- Of the 281 reports categorised as being Major incidents:
 - 270 incidents had immediate and appropriate action taken
 - 11 had insufficient information to determine what actions were taken and accordingly it is not possible to determine if appropriate action was or was not taken.
- Of the 1819 reports categorised as minor, information and unclassified.
 - The Department has been able to match or find a corresponding record for 1527 incidents against Departmental holdings. Irrespective of this, the Department reviewed all 1819 Guardian documents within the minor, information only or unclassified descriptor to determine actions taken and the appropriateness of these actions.
 - Immediate and appropriate action was taken in 1460 situations
 - 268 records had insufficient information to determine what actions were or were not taken. Accordingly it is not possible to determine if appropriate action was or was not taken.
 - 91 incidents were identified as having immediate action taken however there was minimal information available for the officers reviewing these incidents to determine the appropriateness of that action.
- The majority of incidents unable to be verified are dated prior to the implementation of the Department's Incident Management Reporting System in August 2014.

Review Findings

- What type of incident categories made up the 21 Critical incidents?

Critical incidents

Incident types	Count
Abusive or aggressive behaviour	1
Actual self-harm	11
Assault	2
Assault on a minor	1
Concern for a minor	4
Non-compliance	1
Sexual assault on a minor	1
Sexual assault on an adult	1
Voluntary starvation	1
Total	23

- Of the 23 reports categorised as being Critical, a large number of these relate to actual self-harm. The Department has confirmed that in all cases action was taken, such as referral to the Nauru Police Force, health service providers and where appropriate, termination of employment where a service provider was identified.

- What type of incident categories made up the 281 Major incidents?

Major incidents

Incident types	Count	Incident types	Count
Abusive or aggressive behaviour	17	Fighting	17
Accident or injury	9	Medical incident	2
Actual self-harm	31	Misbehaviour	6
Assault	31	Obscene behaviour	6
Assault on a minor	51	Property damage	1
Complaint	3	Sexual assault on a minor	6
Concern for a minor	7	Sexual assault on an adult	3
Demonstration	1	Threatened self-harm	69
Disturbance	3	Unclassified	4
Family violence	6	Voluntary starvation	8
Total		281	

- Of the 281 incident reports categorised as being major a large number of these relate to the threat of self-harm, or assault on a minor.
- The response taken to incidents ranges from referral to health service providers, Nauru Police Force (NPF), Victim Support or Child Protection in Nauru.

- A high number of incidents in the category “assaults on a minor” involved parents physically disciplining children. Reports ranged from a slap on the wrist to administering force with objects, and allegations from families parents of other children administering physical punishment in accommodation areas.
- A number of incidents included verbal threats of harm to self and/or family in the context of wanting to be transferred to Australia, including some verbalisation of self-harm by minors. There were some actual self-harm incidents by both adults and minors. In the case of minors, the self-harm was mostly superficial.
- Of the combined 304 critical and major incidents, 19 (4 Critical and 15 Major) were referred to the NPF. Records indicate that three incidents resulted in arrest and charge of an individual, in one of these cases the statement subsequently retracted, no offence was found in six cases, and one complaint was withdrawn.
- The Department consults weekly with the NPF to determine the current status of referrals to the NPF for further investigation. Cases are split into two main categories: Local NPF referrals (incidents that occurred and were reported on Nauru) and Mainland referrals (incidents that occurred on Nauru and were reported in Australia). s 47E(d)

“If asked”

How many alleged sexual assaults are in the Guardian’s Nauru files?

- Related to the Guardian incident reports:
 - There are a total of 23 incidents of alleged sexual assaults across all incident categories.

How many were referred to NPF?

- Of the 23 alleged sexual assault incidents across all categories, ten were referred to the NPF.
- Some reasons why incidents may not have been referred to the NPF could include a lack of willingness to make a statement or pursue a complaint, a retraction of claims following reporting and follow up, claims related to sexual harassment which is reported under sexual assault reporting protocols.
- What is the status of those investigations?
 - Two alleged sexual assault cases against children were both referred to the NPF. In most serious of these cases s 47F
 - The second of these cases involved a complaint from a young girl that the boys at school touching her on the bottom. The investigation did not proceed as the NPF advised that there was no offence.
 - Three cases of alleged sexual assault cases against adults were referred to the NPF. In the first case, the resident was unable to identify her attacker and in the second case, the victim withdrew her complaint and stated that the act had been consensual. In the third case involving s 47F, the matter was investigated but no suspect has been identified. The victim has three times failed to cooperate to assist with face-fit drawing process.

- the s 47F [REDACTED] but stated she did not wish to make a formal statement.
- In the remaining cases, the status of the investigations is ongoing or closed as there is no reliable descriptions of suspects provided, the allegations have not been able to be substantiated, the complaint was retracted, or the complainant did not wish to make a formal statement.

How many alleged sexual assaults involve children?

- Twelve of the 23 alleged sexual assault incidents involve a minor. This is across all categories - Critical, Major, Minor, Unclassified and Information only.

How many involve service providers?

- Of the 23 alleged sexual assault cases across all incident categories, six involve allegations that include service provider personnel.
- One case was a complaint that a service provider had been sexually harassed while out jogging. There was one incident of a service provider being inappropriately touched by s 47F [REDACTED]. Two cases involved service provider staff sexually harassing residents, and two cases involved inappropriate touching of a child resident by guards.

How many were reviewed by Moss & CPP?

- Across the 23 alleged sexual assault incidents, five cases were considered by the Moss Review, seven were considered by the CPP and three cases were considered by both.

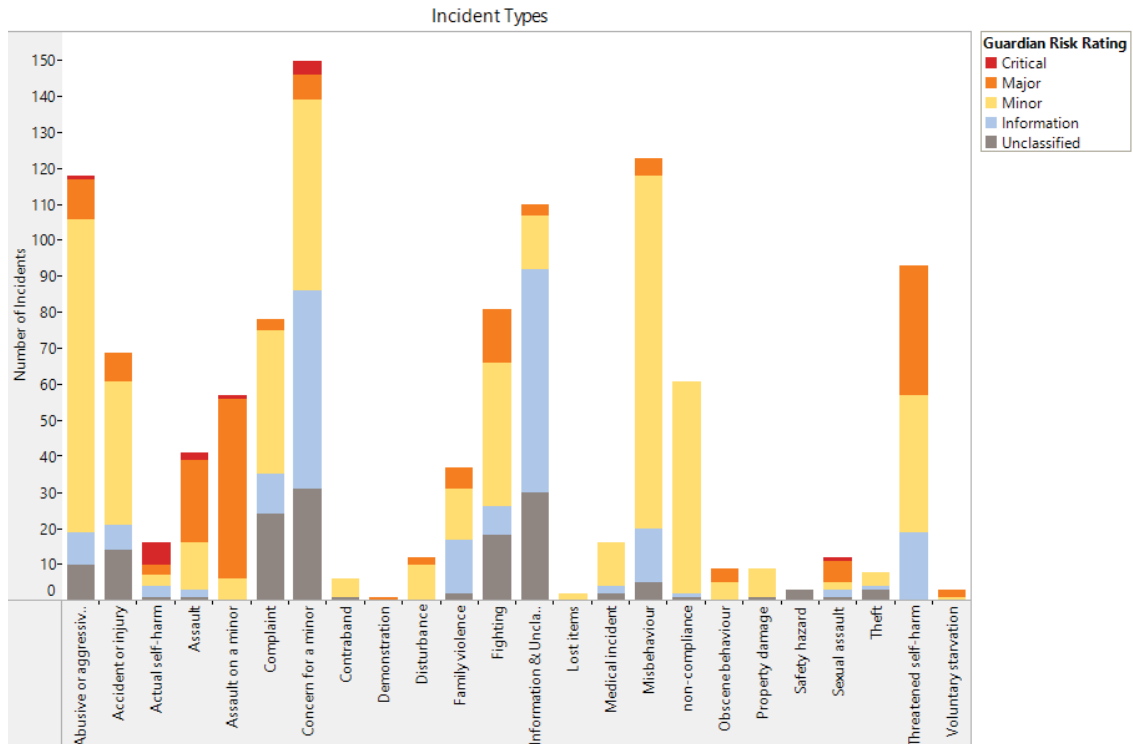
Did any service provider staff have their employment terminated as a result of these allegations?

- One incident of alleged sexual misconduct resulted in the termination of a service provider employee (s 47G [REDACTED]).

How many incidents involve minors?

- A total of 1119 (approximately 53 per cent) incidents involve a minor
 - As the graph below shows, the majority of incidents involving minors relate to concern for a minor (e.g. lack of supervision, child observed not eating food, disengagement from activities); abusive or aggressive behaviour (e.g. parental discipline, altercation between minors); misbehaviour (e.g. swearing, leaving class early, disruptive behaviour); or general information / unclassified (e.g. lack of parental supervision, lack of hygiene).

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If asked about incidents in Nauru, other than the 2123 incidents revealed by The Guardian Australia.

- Since August 2014, all incident reports are recorded on a single system. As at 5 October, this totals approximately 5200 incidents in Nauru.

What is the Department doing to ensure the integrity of the incident management system?

- The Department has considered our incident management processes which have been in place from the inception of the RPCs. These processes have been improved in response to past external reviews, and the Department continues to look for ways to improve the processes on an ongoing basis.

What is the Department doing in response to continued action?

- The Department and contracted service providers have a close working relationship with NPF. The NPF deploys support and resources to the RPC on a needs basis.
- The Department has funded the deployment of two AFP officers to Nauru to support, mentor and train NPF officers in investigations, community policing and dealing with the investigation of child abuse and sexual assault claims reported to the NPF. A total of five AFP officers posted to Nauru (two funded by the Department)
- The Government of Nauru (GoN) has also established a Gender Violence Unit within the Home Affairs Ministry, including a gender violence hotline. The Unit provides first response to an incident, and the Victim Support Service provides welfare, support and counselling services.
- A Child Protection Unit has also been established within the Home Affairs Ministry. A Nauru Child Protection Manual was implemented to provide a policy and practice guide to identify, report and respond to cases of child abuse and neglect, including those cases where children are victims of, or witnesses to, incidences of family violence.
- A Joint Intelligence Group (JIG) meets weekly at the local police station to discuss security atmospherics as a result of significant issues, incidents or events that may impact the mood across the RPCs and settlement sites. This forum is led by the NPF and attended by AFP, and intelligence staff from Wilson Security.

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Background

- Save the Children Australia (SCA) was previously contracted to provide welfare services to transferee families and children within the Nauru Regional Processing Centres between 1 August 2013 and 31 October 2015. Connect Settlement Services are contracted to provide Settlement Services to refugees on Nauru from 8 December 2014 to 7 December 2016. In this period, SCA maintained data holdings including (but not limited to) learning plans, educational attendance and evaluation records for children, and internal processes for providing welfare support as part of the response to reporting and managing incidents.
- The Department has reviewed the Guardian reporting against our information holdings. The Department's framework (copy provided at Attachment A) categorises incidents as critical, major or minor incidents and require reporting within agreed timeframes as follows:
 - Critical incidents – within 30 mins verbally and 1 hr written report
 - Major incidents – within 60 mins verbally and 4 hr written report
 - Minor incidents – no verbal notification. Written report within 24 hrs.
- A review of all incidents are broken down into the following incident types or general descriptors:

Incident Type	Guardian Risk Rating					Total
	Critical	Major	Minor	Info.	Unclas.	
Abusive or Aggressive Behaviour	1	17	129	16	20	183
Accident or Injury		9	56	9	20	93
Actual Self-harm	11	31	14	8	2	66
Assault	2	31	21	2	3	59
Assault on a minor	1	51	6			58
Complaint		3	74	30	82	189
Concern for a minor	4	7	59	59	41	170
Contraband			11	2	3	16
Demonstration		1	4	1		6
Disturbance		3	13			16
Family violence		6	16	16	4	42
Fighting		17	48	8	29	102
Information & Unclassified		4	33	165	152	354
Lost items			6	1	4	11
Medical incident		2	18	4	6	30
Minor			1			1
Misbehaviour		6	134	31	15	186
Non-compliance	1		71	1	3	76
Obscene behaviour		6	9			15
Property Damage		1	23	2	4	30
Safety Hazard					6	6
Sexual assault	2	9	3	5	4	23
Theft			12	2	17	31
Threatened Self-harm		69	203	61	6	335
Voluntary starvation	1	8	4	7		20
Total	23	281	963	430	421	2123

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- Generally, the incidents have been appropriately classified; however, other incidents have been misclassified and have not had their classification downgraded. Examples of misclassification in each of the “critical”, “major” and “minor” categories are provided below:
 - Examples of ‘critical’ incidents include:
 - A transferee disclosed that she had filmed a video of her voicing her concerns and that the media in Australia already had the footage. She refused to provide further information.
 - The transferee informed a SCA worker that she had her photo taken by a Nauruan local security employee and that photo had been sent to the ABC or SBS. She further advised the SCA worker that it was a Nauruan Client Service Officer who used a camera phone. The transferee later advised that she had received emails from The Guardian newspaper because she had not yet given permission for the person who took the video to send it.
 - A 16-year old transferee had submitted a forged permission slip and was able to exit RPC3 under 'open centre' arrangements without parental consent. The minor left the facility with a 36 year-old female transferee and her son. Wilsons made attempts to contact the woman by phone but were unsuccessful. The minor’s family were not distressed as they knew and were comfortable with the people with whom he left the RPC. The minor returned to RPC3 at 6.00pm and was spoken to about the parameters of the open centre arrangements.
 - Examples of ‘major’ incidents include:
 - An unaccompanied minor on a beach excursion touched a sea urchin, which resulted in her finger being discoloured and swollen. Water was poured over the finger and the excursion was terminated. IHMS examined the finger and provided the transferee with antibiotic and scheduled a check-up appointment.
 - Two minors were playing badminton, and got into an argument which resulted in a fight. Both had arms around each other's necks and had their hands on a racquet. They were split up and told to stop. After being spoken to about their behaviour, the two engaged in a fight grabbing on to each other's arms and were again split up.
 - Examples of minor, unclassified or information incidents include:
 - Microwaves were not working and transferees were agitated.
 - Construction had started early in the morning and a SCA worker was unable to fit in his working duties due to being unable to sleep.
- Connect Settlement Services is contracted to deliver settlement support to refugees temporarily settling in the Nauru community. The contract commenced on 8 December 2014 and will end on 7 December 2016. Settlement support services are provided through a needs based welfare case management model designed to promote independence and self-agency and include financial and accommodation support, and employment, education and health linking.
- On 3 October 2014, the then Minister for Immigration and Border Protection, the Hon Scott Morrison MP, announced a review into allegations relating to conditions and circumstances at the Nauru Regional Processing Centre between July 2013 and October 2014, “the Moss Review”.
- As at 9 September 2016, the Department has implemented 17 of the 19 recommendations from the Moss Review, and 36 of the 38 associated action items. The two outstanding action items are matters for the Government of Nauru.

- The Department established the CPP in March 2015 to provide independent advice on issues pertaining to the wellbeing and protection of children in regional processing centres and immigration detention. Of the 36 incident reviews of Nauru incidents assessed by the CPP, 18 were originally identified in the Moss Review. The CPP provided assurance that a comprehensive and contemporary framework relating to the protection of children was in place and provided their advice and recommendations for addressing any outstanding matters on these incidents, in particular any systemic issues.
- The CPP was supported by a Departmental Taskforce, which was stood up in March 2016. This Taskforce has progressed action items identified by the CPP, following the completion of the Panel's tenure (April 2016).
- The Government of Nauru (GoN) established a Family and Community Services Division within the Ministry of Home Affairs in October 2013.
- In June 2015, the GoN established a dedicated Child Protection Unit with a staff of six people.
- The Child Protection Unit has the lead responsibility for the care and protection of children in Nauru and has established systems and processes to respond to cases of alleged child abuse and neglect.
- In early 2016, the GoN's mandatory child protection reporting policy was endorsed by the Government of Nauru. The NPF has introduced a permanent police presence at the Regional Processing Centre.
- The Department has funded the deployment of two of the five Australian Federal Police officers deployed to Nauru to support, mentor and train NPF officers in investigations, community policing and dealing with the investigation of child abuse and sexual assault claims reported to the NPF.
- The GoN recently established a Gender Violence Unit and a gender violence hotline within the Home Affairs Ministry. The Unit provides first response to an incident, and the Victim S Service provides welfare, support and counselling services.

Consultation

Nil

Responsible Officer	Contact Officer
<p>Kingsley Woodford-Smith Assistant Commissioner Detention Compliance & Removals</p> <p>Ph: (02) 6275 6846</p>	<p>Vicki Ludwig A/g Commander Offshore Operational Coordination</p> <p>Ph: s 47F</p> <p>Mob: s 47F</p>

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From: s 47F
To: Vicki LUDWIG; s 47F
Subject: Formatting update - FW: Updated table - including 16 CSS incidents [DLM=For-Official-Use-Only]
Attachments: [Copy of Copy of Master Compiled 17-10 1825pm formatting update.xlsx](#)
Importance: High

For-Official-Use-Only

Evening s and Vicki,
I have updated the **formatting** of this one (to delete hidden cells, remove red text, expand the Incident Type column to display all text and have set the print area). **Note: Data has not been changed, simply formatting adjustments.**

In case you need to provide a 'ready to go' copy to KWS for tonight.

Regards,

s
47F

Inspector | Offshore Operational Coordination
Offshore Operational Coordination Branch | Detention, Compliance and Removals Division
Operations Group
Australian Border Force
Department of Immigration and Border Protection

P: s 47F

s 47F

For-Official-Use-Only

From: s 47F
Sent: Monday, 17 October 2016 6:29 PM
To: s 47F Vicki LUDWIG
Cc: s 47F |@border.gov.au)
Subject: Updated table - including 16 CSS incidents [DLM=For-Official-Use-Only]
Importance: High

For-Official-Use-Only

Good evening,
Here is the updated table, including the 16 CSS incidents.

Regards,

s
47F

Inspector | Offshore Operations Coordination Section
Offshore Operational Coordination Branch | Detention, Compliance and Removals Division
Operations Group
Australian Border Force
Department of Immigration and Border Protection

P: s 47F

E: s 47F

Please note: I am on variable working hours and finish at 2:15pm on Thursdays and Fridays.

For-Official-Use-Only

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From: WOODFORD-SMITH Kingsley
To: LUDWIG Vicki; s 47F; Senate Estimates
Subject: RE: Nauru Files and Police referrals [SEC=PROTECTED]
Date: Monday, 17 October 2016 5:22:23 PM
Attachments: image001.gif
image002.png

Thanks all.

Thanks and regards

Kingsley Woodford-Smith
Assistant Commissioner Detention Compliance and Removals.
Operations Group
Australian Border Force
P: (02) 6275 6846 | s 47F
E: kingsley.woodford-smith@border.gov.au

From: Vicki LUDWIG
Sent: 17/10/2016 17:18
To: s 47F; WOODFORD-SMITH Kingsley; Senate Estimates
Subject: RE: Nauru Files and Police referrals [SEC=PROTECTED]

PROTECTED

s 47F

Another for KWS please

Hi KWS

I have spoken to s regarding the two stories we have. Please call if this is not clear.

If asked:

- From Departmental records, 32 matters were referred to the NPF (as per our earlier email);
- Once referred, the NPF will consider these reports and determine whether the incident meets the threshold for a breach of the criminal code in Nauru or not.
- Many of the reports referred did not meet the threshold of a breach of the Nauruan criminal code.
- If the incident may meet the threshold for a breach of the Nauruan criminal code, further investigation may be warranted so that the elements of the charge can be met;
- Of the 32 incidents that were referred, the NPF/AFP identified that 14 incidents warranted further investigation.
- Of these:
 - nine are closed due to insufficient evidence to proceed,
 - one investigation is closed as the complaint was withdrawn,
 - one investigation revealed no offence committed,
 - three incidents remain open – two investigations remain open pending further information, and one investigation resulted in the charging of a suspect with an assault offence and the matter is still before the court.

Kind regards
Vicki

PROTECTED

From: s 47F
Sent: Monday, 17 October 2016 4:38 PM
To: s 47F; Vicki LUDWIG
Cc: Kingsley WOODFORD-SMITH
Subject: RE: Nauru Files and Police referrals [SEC=PROTECTED]

PROTECTED

Kingsley

Can you call me in relation to the below please. Mobile is best. Thanks.

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COMMANDER § 47F
 MANAGER PACIFIC
 INTERNATIONAL OPERATIONS
 Tel § 47F Mob § 47F
www.afp.gov.au

PROTECTED

From: § 47F
Sent: Monday, 17 October 2016 3:14 PM
To: Vicki LUDWIG
Cc: Kingsley WOODFORD-SMITH
Subject: RE: Nauru Files and Police referrals [SEC=PROTECTED]

PROTECTED

Hi Vicki

Thanks – the spreadsheet is now with our mission on island, who are sorting through it.

Will talk soon.

§



SUPERINTENDENT § 47F
 COORDINATOR STRATEGIC COMMITMENTS
 INTERNATIONAL OPERATIONS
 Tel § 47F Mob § 47F
www.afp.gov.au

PROTECTED

From: Vicki LUDWIG [<mailto:vicki.ludwig@border.gov.au>]
Sent: Monday, 17 October 2016 12:28 PM
To: § 47F
Cc: Kingsley WOODFORD-SMITH
Subject: Nauru Files and Police referrals [SEC=PROTECTED]

Hi §

Here is the combined spreadsheet for NF police referrals. Grateful for any assistance with reconciliation

Kind regards
 Vicki

Sent with Good (www.good.com)

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

From: § 47F
Sent: Monday, October 17, 2016 12:02 PM AUS Eastern Standard Time
To: Vicki LUDWIG
Cc: IMRT
Subject: RE: 14 vs 19 AFP Referrals [SEC=PROTECTED]

Vicki

Spreadsheet with combined 32 NPF attached (last 3 are the CSS documents)

Regards

§ 47F
 Programme Coordinator Manus
 Offshore Operational Coordination | Detention, Compliance and Removals Division
 Australian Border Force
 Mobile: § 47F
 E-mail: § 47F

From: Vicki LUDWIG [<mailto:vicki.ludwig@border.gov.au>]

Released by Department of Home Affairs
 under the Freedom of Information Act 1982

Sent: Monday, 17 October 2016 11:11 AM
To: WOODFORD-SMITH Kingsley
Cc: s.47F
Subject: 14 vs 19 AFP Referrals [SEC=PROTECTED]

PROTECTED

Hi KWS

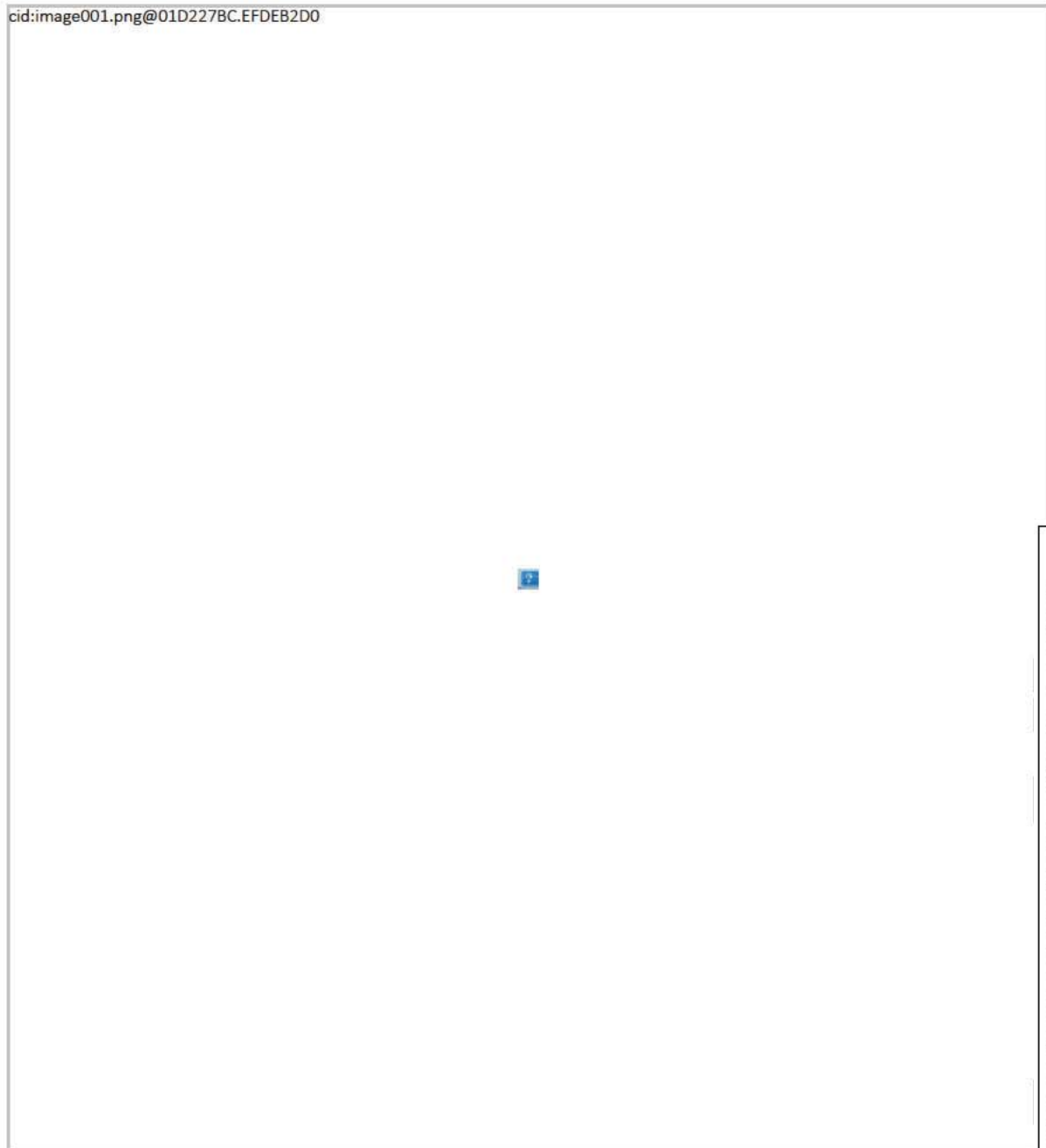
s.47F has advised that the AFP only responded to the 14 that the Guardian publically reported on their website where a referral was mentioned in that data.

He concurred that this does not disclose the totality of the matters referred. In your brief, 19 of those fit within the Critical and Majors (4 Critical and 15 Majors).

As discussed with s.47F on the weekend, and you have an email, in total there were 32 incidents referred to the NPF across both CSS and Save:

- 4 Critical
- 15 Major and
- 13 Minor, unclass and info the additional 13 referrals are as below.

cid:image001.png@01D227BC.EFDEB2D0



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He has agreed that if we send across a spreadsheet of all 32 incidents that they will again attempt to provide an update against these 32 incidents. We have done this recently (as well as meeting weekly) but have not been able to close/update all 32 incidents.

Vicki Ludwig
A/g Commander Offshore Operational Coordination, Detention, Compliance and Removals Division, Operations Group
Australian Border Force
Wk: s 47F
E: vicki.ludwig@border.gov.au

PROTECTED

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From: WOODFORD-SMITH Kingsley
To: Vicki LUDWIG; [REDACTED] Senate Estimates
Subject: RE: Nauru Files and Police referrals [SEC=PROTECTED]
Date: Wednesday, 19 October 2016 11:45:56 AM
Attachments: [image001.gif](#)
[image002.png](#)

V

I note in a conversation with [REDACTED] last night he was talking about 15 v 14 referrals. Can we follow up and hold off the Min update as I don't want to keep chasing this around every few days, we just need to agree a final as soon as possible.

I know you are trying to do this but.....

Thanks and regards

Kingsley Woodford-Smith
Assistant Commissioner Detention Compliance and Removals.
Operations Group
Australian Border Force
P: (02) 6275 6846 | M: [REDACTED]
E: kingsley.woodford-smith@border.gov.au

From: Vicki LUDWIG [mailto:vicki.ludwig@border.gov.au]
Sent: Monday, 17 October 2016 5:19 PM
To: [REDACTED] WOODFORD-SMITH Kingsley; Senate Estimates
Subject: RE: Nauru Files and Police referrals [SEC=PROTECTED]
Importance: High

PROTECTED

Hi [REDACTED]

Another for KWS please

Hi KWS

I have spoken to [REDACTED] regarding the two stories we have. Please call if this is not clear.

If asked:

- From Departmental records, 32 matters were referred to the NPF (as per our earlier email);
- Once referred, the NPF will consider these reports and determine whether the incident meets the threshold for a breach of the criminal code in Nauru or not.
- Many of the reports referred did not meet the threshold of a breach of the Nauruan criminal code.
- If the incident may meet the threshold for a breach of the Nauruan criminal code, further investigation may be warranted so that the elements of the charge can be met;
- Of the 32 incidents that were referred, the NPF/AFP identified that 14 incidents warranted further investigation.
- Of these:
 - nine are closed due to insufficient evidence to proceed,
 - one investigation is closed as the complaint was withdrawn,
 - one investigation revealed no offence committed,
 - three incidents remain open – two investigations remain open pending further information, and one investigation resulted in the charging of a suspect with an assault offence and the matter is still before the court.

Kind regards
Vicki

PROTECTED

From: [REDACTED]
Sent: Monday, 17 October 2016 4:38 PM
To: [REDACTED]; Vicki LUDWIG
Cc: Kingsley WOODFORD-SMITH
Subject: RE: Nauru Files and Police referrals [SEC=PROTECTED]

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PROTECTED

Kingsley

Can you call me in relation to the below please. Mobile is best. Thanks.



COMMANDER § 47F
MANAGER PACIFIC
INTERNATIONAL OPERATIONS
Tel: § 47F § 47F
www.afp.gov.au

PROTECTED

From: § 47F)
Sent: Monday, 17 October 2016 3:14 PM
To: Vicki LUDWIG
Cc: Kingsley WOODFORD-SMITH
Subject: RE: Nauru Files and Police referrals [SEC=PROTECTED]

PROTECTED

Hi Vicki

Thanks – the spreadsheet is now with our mission on island, who are sorting through it.

Will talk soon.

§



SUPERINTENDENT § 47F
COORDINATOR STRATEGIC COMMITMENTS
INTERNATIONAL OPERATIONS
Tel: § 47F § 47F Mob: § 47F
www.afp.gov.au

PROTECTED

From: Vicki LUDWIG [<mailto:vicki.ludwig@border.gov.au>]
Sent: Monday, 17 October 2016 12:28 PM
To: § 47F
Cc: Kingsley WOODFORD-SMITH
Subject: Nauru Files and Police referrals [SEC=PROTECTED]

Hi §

Here is the combined spreadsheet for NF police referrals. Grateful for any assistance with reconciliation

Kind regards
Vicki

Sent with Good (www.good.com)

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

From: § 47F
Sent: Monday, October 17, 2016 12:02 PM AUS Eastern Standard Time
To: Vicki LUDWIG
Cc: IMRT
Subject: RE: 14 vs 19 AFP Referrals [SEC=PROTECTED]

Vicki

Spreadsheet with combined 32 NPF attached (last 3 are the CSS documents)

Regards

§ 47F
Programme Coordinator Manus
Offshore Operational Coordination | Detention, Compliance and Removals Division

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Australian Border Force

Mobile: § 47F

E-mail § 47F

From: Vicki LUDWIG [<mailto:vicki.ludwig@border.gov.au>]

Sent: Monday, 17 October 2016 11:11 AM

To: WOODFORD-SMITH Kingsley

Cc: § 47F

Subject: 14 vs 19 AFP Referrals [SEC=PROTECTED]

PROTECTED

Hi KWS

§ 47F has advised that the AFP only responded to the 14 that the Guardian publically reported on their website where a referral was mentioned in that data.

He concurred that this does not disclose the totality of the matters referred. In your brief, 19 of those fit within the Critical and Majors (4 Critical and 15 Majors).

As discussed with § 47F on the weekend, and you have an email, in total there were 32 incidents referred to the NPF across both CSS and Save:

- 4 Critical
- 15 Major and
- 13 Minor, unclass and info the additional 13 referrals are as below.

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cid:image001.png@01D227BC.EFDEB2D0

He has agreed that if we send across a spreadsheet of all 32 incidents that they will again attempt to provide an update against these 32 incidents. We have done this recently (as well as meeting weekly) but have not been able to close/update all 32 incidents.

Vicki Ludwig
A/g Commander Offshore Operational Coordination; Detention, Compliance and Removals Division; Operations Group
Australian Border Force
Wk: s 47F
M: s 47F
E: vicki.ludwig@border.gov.au

PROTECTED

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AFP Web site: <http://www.afp.gov.au>

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Group email: DCR.Diy.Support@border.gov.au

Email: [REDACTED]

PROTECTED, Sensitive

From: [REDACTED]
Sent: Friday, 18 October 2016 10:39 AM
To: [REDACTED]
Cc: DCR.Diy.Support
Subject: FW: FOR URGENT CLEARANCE: Nauru Files MinSub (SEC=PROTECTED DLM=Sensitive)
Importance: High

PROTECTED, Sensitive

[REDACTED]
Can AC DCR pls provide an additional para that covers off on the referral conflation that occurred at estimates yesterday between us and the AFP?
I'll chop it into the brief and get to the Ag DCO today.

[REDACTED]

PROTECTED, Sensitive

From: [REDACTED]
Sent: Friday, 18 October 2016 5:25 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: FOR URGENT CLEARANCE: Nauru Files MinSub (SEC=PROTECTED DLM=Sensitive)
Importance: High

PROTECTED, Sensitive

[REDACTED]
Grateful if you could provide to [REDACTED]. I believe there is some urgency around this one to get cleared before SE.
HL - Highlighted changes

Thanks

[REDACTED]

[REDACTED]
Executive Officer, Ms Kingley Woodford-Smith | Assistant Commissioner
Detention, Compliance and Removals Division
Operations Group
Australian Border Force

[REDACTED]



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From: Kingsley WOODFORD-SMITH
To: s 47F
Cc: Vicki LUDWIG; s 47F; Linda GEDDES
Subject: RE: Nauru Files key brief [DLM=For-Official-Use-Only]
Date: Tuesday, 25 October 2016 12:59:04 PM

s n

Hi, s just told me about the removal of stats and agree this is a good approach.

Thanks and regards

Kingsley Woodford-Smith
Assistant Commissioner Detention Compliance and Removals.
Operations Group
Australian Border Force
P: (02) 6275 6846 | M: s 47F
E: kingsley.woodford-smith@border.gov.au

From: s 47F
Sent: Tuesday, 25 October 2016 12:52 PM
To: WOODFORD-SMITH Kingsley
Cc: LUDWIG Vicki; s 47F; GEDDES Linda
Subject: RE: Nauru Files key brief [DLM=For-Official-Use-Only]

For-Official-Use-Only

Thanks Kingsley

I just got your phone message.

We'll incorporate your attachment into the draft, but possibly not in time for what goes to the Deputy Secretaries (I suspect Linda may have already sent it out).

Also, on reflection we think we should delete the detailed breakdown of POMS incidents by category and type that had been at Annex B (it's been deleted from the version for Deputy Secretaries). Instead, this would be something for the briefing packs and could be provided separately to the inquiry if we're asked.

Regards

s 47F
Senior Director
Inquiry Support Team | Executive Division | Enterprise Strategy and Reform Group
Department of Immigration and Border Protection

T: s 47F
M: s 47F

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under the Freedom of Information Act 1982

E: s 47F

For-Official-Use-Only

From: Kingsley WOODFORD-SMITH
Sent: Tuesday, 25 October 2016 12:42 PM
To: s 47F
Cc: Vicki LUDWIG; Joe s 47F
Subject: FW: Nauru Files key brief [DLM=For-Official-Use-Only]

s 47F

Hi, I have reviewed the submission and am generally comfortable with the content noting I have left you a message in relation to the presentation of the 2107 save and 16 Connect files. The majority of documents, including our evidence at Estimates looks at them together as a total of 2123 and then a breakdown also across the totality of these incidents. See attached.

I have asked my team to also review the incident stats to ensure they line up.

Thanks and regards

Kingsley Woodford-Smith
Assistant Commissioner Detention Compliance and Removals.
Operations Group
Australian Border Force
P: (02) 6275 6846 | M: s 47F
E: kingsley.woodford-smith@border.gov.au

From: s 47F
Sent: Tuesday, 25 October 2016 12:35 PM
To: WOODFORD-SMITH Kingsley
Subject: Nauru Files key brief [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi KWS

As requested.

s 47F

~~~~~

s 47F  
A/g Director Governance & Command Support  
Detention Compliance & Removals Division

Australian Border Force  
Operations Group

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Telephone: s 47F | Mobile: s 47F

Group email: [DCR.Div.Support@border.gov.au](mailto:DCR.Div.Support@border.gov.au)

Email: s 47F@border.gov.au

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**From:** s 47F  
**To:** Vicki LUDWIG  
**Cc:** s 47F  
**Subject:** Nauru Files daily brief Tues 07SEPT2016 [DLM=Sensitive]  
**Date:** Wednesday, 7 September 2016 3:40:00 PM  
**Attachments:** [Nauru Files brief 07 September 2016.docx](#)  
**Importance:** High

---

**Sensitive**

Dear Vicki,

Please find attached the Nauru Files Daily brief for Tuesday 07SEPT2016.

DRPC stats to follow shortly (from the DRPC team).

Regards

s 47F

s 47F

Inspector | Offshore Operational Coordination  
Offshore Operational Coordination Branch  
Detention, Compliance and Removals Division  
Operations Group | Australian Border Force  
Ph: s 47F  
Email: s 47F@border.gov.au

*Please note: I do not work Thursdays*

**Sensitive**

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**PROTECTED**  
**Sensitive**

7 September 2016

**RESEARCH UPDATE INTO ALL INCIDENTS AND REPORTS IDENTIFIED IN THE NAURU FILES**

**Purpose**

1. Daily update on the analysis of the Nauru Regional Processing Centre (Nauru RPC) incident reports released by *The Guardian Australia* (the Guardian).

**Background**

2. On 10 August 2016 the Guardian published 2,107 Nauru RPC incident reports on its website under the web-handle 'the Nauru files'. The incident reports encompass the period May 2013 to October 2015.

**Issues**

3. The Department is data matching all materials released on the Guardian website against information held by the Department. The Guardian refers to 2,116 incident reports on its website. However, the Department can only establish that there are a total of 2,107 unique incidents within the source-code of the Guardian website (i.e. non-duplicates). Of these 2,102 incidents are visible and able to be reviewed.

**Progress Report**

4. The Taskforce worked on the following:
  - Completed POMS searches for all incidents contained in the Master Nauru compiled including data clean-up of *POMs Reference*, *POMS Actions Taken*, and *POMS Action Required*;
  - Completed 300 checks in TRIM for incident reports including *Boat ID/Biodata*, *TRIM Reference*, and *TRIM Actions Take*. A total of approx. 500 checks in TRIM have been completed to date;
  - Completed 250 initial reviews of Minor and For Information/ Unclassified Incidents - *Immediate Action Taken*, *Immediate Response Appropriate*, and *Referred to Medical Y/N/n/a*. A total of approx. 800 Minor and For Information, Unclassified Incidents have been reviewed to date.
5. Tableau access is currently being organised for selected Offshore Operational Coordination members. Two members will have Tableau Desktop access to enable maintaining and manipulation of data. Some members (yet to be determined) will have Tableau Reader access to enable quality testing of data.

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6. Discussion with Deputy Secretary Strategic Reform occurred on 7 September 2016 to discuss the Nauru Files as well as Manus reporting and how these projects will progress and be managed into the future beyond this taskforce.

Vicki Ludwig

A/Commander Offshore Operations Support

Detention, Compliance and Removals Division

s 47F

07/09/2016

**Sensitive**  
**~~PROTECTED~~**

**From:** Vicki LUDWIG  
**To:** [OUTRAM Michael](#); [WOODFORD-SMITH Kingsley](#); [CONNELL Jenet](#); [HAYWARD Stephen](#); [BUCHHORN Wayne](#)  
**Cc:** [s 47F](#); [s 47F](#)  
**Subject:** FW: Nauru Files daily brief Monday 12 September 2016 [DLM=**Sensitive**]  
**Date:** Monday, 12 September 2016 5:05:30 PM  
**Attachments:** [Nauru Files brief 12 September 2016.docx](#)  
[Action Taken Stats & Table for KWS 12-9 330pm.docx](#)

---

**Sensitive**

Good Evening A/g DC O

Please find enclosed the update in relation to the Nauru Files.

Of the 2107 files, the team have now completed the following:

- 100% of the files have been checked against POMS;
- 100% (minus 45 records) have been checked in TRIM;
- 100% have been assessed for *immediate action taken* and *immediate action appropriate*;
- From those checks 454 incidents have been identified where the *immediate action taken* and *immediate action appropriate fields* show *No* or *Unknown*. ABF Officers are checking these files to ensure this information is accurate and whether any further follow up action is appropriate.
- This work is expected to be completed in the next few days.

Kind regards  
Vicki

**Sensitive**

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**Sensitive**

12 September 2016

## RESEARCH UPDATE INTO ALL INCIDENTS AND REPORTS IDENTIFIED IN THE NAURU FILES

### Purpose

1. Daily update on the analysis of the Nauru Regional Processing Centre (Nauru RPC) incident reports released by *The Guardian Australia* (the Guardian).

### Background

2. On 10 August 2016 the Guardian published 2,107 Nauru RPC incident reports on its website under the web-handle 'the Nauru files'. The incident reports encompass the period May 2013 to October 2015.

### Issues

3. The Department is data matching all materials released on the Guardian website against information held by the Department. The Guardian refers to 2,116 incident reports on its website. However, the Department can only establish that there are a total of 2,107 unique incidents within the source-code of the Guardian website (i.e. non-duplicates). Of these 2,102 incidents are visible and able to be reviewed.

### Progress Report

4. The Taskforce Continued reviewing TRIM for incident reports including Boat ID/Biodata, TRIM Reference, and TRIM Actions Take. 45 incidents remain to be reviewed against TRIM.
5. Training of the Tableau database has been organised for Offshore Operations Staff at Tuesday 13 September. The training will be conducted by KPMG.
6. The Task force began a Quality Assurance review of the master spreadsheet, preparing it for use with POMS, to undertake a "bulk upload" of all unrecorded files. A meeting is scheduled at Wednesday 14 September, to finalise the information required for uploading.

Vicki Ludwig

A/Commander Offshore Operations Support

Detention, Compliance and Removals Division

s 47F

12/09/2016

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**Sensitive**  
**PROTECTED**

From: [REDACTED]  
To: Vicki LUDWIG [REDACTED]  
Cc: [REDACTED]  
Subject: Protocols for decisions [DLM=For-Official-Use-Only]  
Date: Thursday 8 September 2016 5:38:00 PM

For-Official-Use-Only

H [REDACTED]

Apologies for my delayed response to you.

Thank you for your email – we see merit in the below suggestion. Would suggest that you raise with [REDACTED] for his discussion with Vicki.

Regards  
[REDACTED]

[REDACTED]  
Inspector / Overseas Operational Coordination  
Offshore Operational Coordination Branch | Detention, Compliance and Removals Division  
Operations Group  
Australian Border Force  
Department of Immigration and Border Protection  
P [REDACTED]  
E [REDACTED]@border.gov.au

For-Official-Use-Only

From: [REDACTED]  
Sent: Monday 12 September 2016 1:44 PM  
To: [REDACTED]  
Cc: [REDACTED], Vicki LUDWIG [REDACTED]  
Subject: RE: Protocols for decisions [DLM=For-Official-Use-Only]

For-Official-Use-Only

H [REDACTED] et al

As discussed with [REDACTED] and [REDACTED] we think there would be significant benefit from a reporting perspective (and for possible later upload to POMS) in also adding a column which indicates what the actual risk rating is – as opposed to the Guardian level.

This will allow the Department to report more precisely on how many risk ratings were downgraded or upgraded (opposed to Guardian which categorises them all as downgraded regardless). It will also allow us to provide more reliable stats on how many of each category (critical major minor etc) we actually have – as opposed to what the Guardian indicates. I can foresee this being a question asked at any committee or inquiry (if it comes to that).

We may also be able to use these fields for an auto-upload process into POMS for the next phase of work planned.

This will require a bit of manual checking of the incident report (the Guardian or original) in order to populate the column but I see this as quite an important field and worth the effort. Hopefully it can be rolled in with extant checking procedures.

From the outset I think we only need to focus on those reports listed as being 'downgraded' or 'unclassified'. The rest of the rating should accurately reflect the actual rating.

Hope this makes sense to all. Happy to clarify.

Thanks  
[REDACTED]

For-Official-Use-Only

From: [REDACTED]  
Sent: Friday, 2 September 2016 7:11 PM  
To: [REDACTED]  
Cc: [REDACTED], Vicki LUDWIG [REDACTED]  
Subject: RE: Protocols for decisions [DLM=For-Official-Use-Only]

As discussed this afternoon, the only additional data column I think we may require for capture is 'Service Provider participation and investigation' for use in recording the outcome of incidents that involve a Service Provider participant/s.

This information has on occasion been sought by KWS. As such, I would think it sensible that we enable the ability to capture and record any data of this nature, for use as needed.

Perhaps I could meet with yourself, [REDACTED] and KPMG at either 09:30 or 11:00 on Monday to discuss and brainstorm suggestions pertaining to our requirements?

Regards,  
[REDACTED]

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

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

From: [REDACTED]  
Sent: Friday, September 02, 2016 09:01 AM AUS Eastern Standard Time  
To: [REDACTED]  
Cc: [REDACTED], Vicki LUDWIG [REDACTED]  
Subject: RE: Protocols for decisions [DLM=For-Official-Use-Only]

For-Official-Use-Only

[REDACTED]

Two actions in this email for you:

KPMG are now developing the Tableau tool to interrogate the Nauru Files data from the excel spreadsheets before a longer term solution is made.

To deliver Tableau there must be consistency in meta-data. A trial of Tableau dashboard type reporting is being developed by KPMG for [REDACTED] and KWS today/Monday and this is being based on the meta-data for the 293 critical/major incidents.

KPMG are intending to use, for the most part, the existing spreadsheet titles for consistency across critical/major and other in the spreadsheet.

**Action One:** Consider if you want other fields in Tableau (check the excel sheet as a first port of call) if you want other fields then these need to be considered/agreed/developed and standardised between now and Monday and no later. This may require changes to the spreadsheet etc.

Please liaise with [REDACTED] who will coordinate with me and KPMG the field types for the Tableau tool.

**Action Two:** Until it is decided where this entire project will go the Tableau tool can only sit within ROC team [REDACTED] team in case the acronym is incorrect). And the people using it will be you, as such if you do not have access to Tableau please get on the service portal and organise it ASAP as KPMG [REDACTED] and myself have limited time on this project.

Thanks  
[REDACTED]

[REDACTED]  
P [REDACTED]

For-Official-Use-Only

From: [REDACTED]  
Sent: Friday, 2 September 2016 6:59 AM  
To: [REDACTED]  
Cc: [REDACTED], [REDACTED]  
Subject: RE: Protocols for decisions [DLM=For-Official-Use-Only]

For-Official-Use-Only

Thank [REDACTED]

I'll follow up with [REDACTED] re the CPP items.

Much appreciated.  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

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Inspector  
 Australian Border Force  
 Australian Mobile: [REDACTED] | Email: [REDACTED]@border.gov.au

For-Official-Use-Only

From: [REDACTED]  
 Sent: Thursday, 1 September 2016 6:56 PM  
 To: [REDACTED]  
 Cc: [REDACTED]  
 Subject: F.W. Protocols for decisions [DLM=For-Official-Use-Only]  
 Importance: High

For-Official-Use-Only

Good evening [REDACTED]

In regards to your specific queries please refer to the below responses:

1. Can you please confirm the parameters/ protocols that were used by yourselves and the case workers in identifying if an immediate response was appropriate. Parameters were discussed by A/g Commander [REDACTED] in a meeting amongst myself [REDACTED]. These parameters were not formally documented at the time of discussion. I have captured my understanding as per below and [REDACTED] has confirmed his agreement of my understanding.

2. Where the reporting guidelines at the date of the incident utilised to inform the decision of if a response was appropriate? To my knowledge this was not discussed. Perhaps the group of Case Managers that made the majority of decisions pertaining to the Critical and Major and 185 DAB cohort did however I do not believe this discussed as being a criterion.

Additionally cases were subject to senior officer review as required or requested.

Immediate actions taken:

| Label   | Usage                                                                                                     | BRS Incident Description | (BRS) Action Taken | TRIM reference | TRIM Actions Taken | POMS reference | POMS Actions Taken | Integrity and Professional Standards Branch - Info found in other Departmental holdings | Comments |
|---------|-----------------------------------------------------------------------------------------------------------|--------------------------|--------------------|----------------|--------------------|----------------|--------------------|-----------------------------------------------------------------------------------------|----------|
| Y       | Y is to be used where any of the marked columns contain descriptions of actions taken                     | ✓                        | ✓                  |                | ✓                  |                | ✓                  | ✓                                                                                       | ✓        |
| N       | N is to be used where any of the marked columns contain detail however none of them specify actions taken | ✓                        | ✓                  | ✓              | ✓                  | ✓              | ✓                  | ✓                                                                                       | ✓        |
| Unknown | Unknown is only to be used where there is no data in any of the marked columns                            | ✓                        | ✓                  |                | ✓                  |                | ✓                  | ✓                                                                                       |          |

Immediate Response Appropriate:

In regards to the selection of a Y or N response consider specifically:

- o were the actions taken (as detailed) in response to this isolated incident, appropriate as an immediate response?
- o would you deem there to be any reasonably-required actions that failed to occur?
- o was medical assistance offered and a welfare referral actioned in the case of physical assault or discipline where more than momentary harm was inflicted upon a minor Note: [REDACTED] as discussed, grateful for your verification of this point with Child Protection and Wellbeing as the authoritative source. I am not comfortable definitively advising on this point.

| Label   | Usage                                                                          |
|---------|--------------------------------------------------------------------------------|
| Y       | Y is to be used where you deem the actions taken to be sufficient              |
| N       | N is to be used where you deem the actions taken to be insufficient            |
| Unknown | Unknown is only to be used the immediate actions taken column contains Unknown |

Happy to discuss.

Regards

[REDACTED]

[REDACTED]  
 Inspector | Offshore Operational Coordination  
 Offshore Operational Coordination Branch | Detention, Compliance and Removals Division  
 Operations Group  
 Australian Border Force  
 Department of Immigration and Border Protection  
 P: [REDACTED]  
 E: [REDACTED]@border.gov.au

UNOFFICIAL

For-Official-Use-Only

From: [REDACTED]  
 Sent: Thursday, 1 September 2016 2:55 PM  
 To: [REDACTED]  
 Cc: [REDACTED]  
 Subject: Protocols for decisions [SEL=UNOFFICIAL]

UNOFFICIAL

Good afternoon Lady and Gents

As discussed the task force are working through the data entry of the remaining Minor and for information/unknowns. It is my intention to begin the initial review of all "immediate actions taken" and "immediate response appropriate" beginning tomorrow morning for the Minor and for information/unknowns. To ensure that the review is undertaken correctly Can you please confirm the parameters/ protocols that were used by yourselves and the case workers in identifying if an immediate response was appropriate. Where the reporting guidelines at the date of the incident utilised to inform the decision of if a response was appropriate?

If you could also provide the commentary/rationale provided by [REDACTED] regarding identifying if an immediate response was appropriate were a minor was involved.

Once this initial review is completed I would welcome the opportunity to have you review any incidents of concerns prior to provision of the data to the Senior Executive.

Kindest regards

[REDACTED]

[REDACTED]  
 [REDACTED]

Inspector  
 Australian Border Force  
 Australian Mobile: [REDACTED] | Email: [REDACTED]@border.gov.au

UNOFFICIAL

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s 47F

From: s 47F  
 Sent: Thursday, 8 September 2016 2:24 PM  
 To: s 47F; s 47F; s 47F; s 47F  
 Cc: s 47F; Vicki LUDWIG; s 47F; ROCS  
 Subject: Business Improvement  
 RE: \*\* FOR ACTION by COB 6SEP2016 (today) please \*\* Senate Estimates DCRD list of briefs [DLM=For-Official-Use-Only]  
 Attachments: Senate Estimates Oct 2016 - DCRD list of briefs.xlsx; RE: \*\* FOR ACTION by COB 6SEP2016 (today) please \*\* Senate Estimates DCRD list of briefs [DLM=For-Official-Use-Only]  
 Importance: High

For-Official-Use-Only

Afternoon all,

Re: Coordination and development of Offshore Operational Coordination Branch Senate Estimates briefs

Based on the attached, s [redacted] and I have identified the briefs we understand will sit with Offshore Operational Coordination (formerly ROCs) for lead development.

Key briefs:

- Leaked incident reports ("The Nauru Files")

AC Backpackets (provide to Dep Comm)

- Disturbances and Incidents – Nauru: historical brief provided by s 47F on 07/09/16
- Disturbances and Incidents – PNG: historical brief provided by s 47F on 07/09/16
- Nauru Daily Protests (incl when they started, how many involved, how many children): historical brief provided by s 47F on 07/09/16
- Deaths in regional processing arrangements (e.g. s 47F - Nauru and s 47F - PNG) proposed new brief: historical brief provided s 47F on 09/09/16

Backpockets - Individuals RPCs

- s 47F: historical brief provided by s 47F on 07/09/16
- s 47F: historical brief provided by s 47F on 07/09/16 and s [redacted] on 07/09/16
- s 47F: historical brief provided by s 47F on 07/09/16
- s 47F
- s 47F
- s 47F
- s 47F
- s 47F (weekly brief 21/7)
- s 47F s 47F
- s 47F s 47F

Additionally, based on the attached, s [redacted] and I will work with s 47F to co-ordinate and support teams to undertake the role of lead of the following:

AC Backpackets (provide to Dep Comm)

- Medical transfers to Australia from Manus and Nauru (proposed new - used to be covered in Onshore Health brief)
- Medical transfers from RPCs to Pacific International Hospital (proposed new brief - used to be covered in Onshore Health brief)

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- Food and Fluid Refusal
- Conditions at Manus RPC ref media article "What it's like in Solitary Confinement on Manus Island" - KWS request for back pocket brief: [historical brief provided by \[redacted\] on 08/09/16](#)

**Backpockets - Individuals Onshore Health**

- [redacted] Proposed new brief: [historical brief provided \[redacted\] on 09/09/16](#)
- [redacted] Proposed new brief
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted] : [historical brief provided by \[redacted\] on 07/09/16](#)
- [redacted]
- [redacted]

[redacted] – as per Vicki’s below email, grateful for provision of any briefs,TPs etc. (other than, or in addition to, those recorded above in blue text) in relation to any of these subjects at your earliest convenience.

Once we have confirmed the extent of historical briefing materials available to us, we will meet with [redacted] and [redacted] to discuss coordination, management and development of the above-detailed briefs.

Happy to discuss.

Regards,  
[redacted]

[redacted]  
Inspector | Offshore Operational Coordination  
Offshore Operational Coordination Branch | Detention, Compliance and Removals Division  
Operations Group  
Australian Border Force  
Department of Immigration and Border Protection  
P: [redacted]  
E: [redacted]@border.gov.au

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**From:** Vicki LUDWIG  
**Sent:** Wednesday, 7 September 2016 9:11 AM  
**To:** [redacted]; [redacted]; [redacted]; [redacted]; [redacted]  
**Subject:** FW: \*\* FOR ACTION by COB 6SEP2016 (today) please \*\* Senate Estimates DCRD list of briefs [DI Official-Use-Only]

For-Official-Use-Only

Hi [redacted]

Please see the list of SE briefs that [redacted] has requested. A number of these used to be provided through CCS. I think. Can you please provide any previous copies of these briefs to ROCS.

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s 47F

Can you hunt down the ones assigned to us that used to be done within Detention Health Branch as well please so they to can be updated?

Thanks  
Vicki

For-Official-Use-Only

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**From:** s 47F  
**Sent:** Tuesday, 6 September 2016 12:24 PM  
**To:** s 47F ; Vicki LUDWIG  
**Cc:** Robyn MILLER; s 47F ; s 47F ; s 47F ; s 47F  
**Subject:** \*\* FOR ACTION by COB 6SEP2016 (today) please \*\* Senate Estimates DCRD list of briefs [DLM=For-Official-Use-Only]

For-Official-Use-Only

Dear All

Please see attached the list of Senate Estimates briefs allocated to DCRD. In addition, some proposed new briefs have been identified.

Please review the list of briefs and advise

1. if your Branch is not responsible for a particular brief
2. any of the briefs on the list that should be removed
3. any new briefs that should be included on the list

Appreciate your response by **COB 6 September (today)**. We are required to finalise the list of backpocket briefs by tomorrow – please note only the list is required at this stage.

The draft briefs will be due for AC clearance by COB FRIDAY 23 September.

Happy to discuss

Kind regards

s 47F

~~~~~  
s 47F

A/g Director, Governance and Command Support Section
Detention Compliance and Removals Division

Operations Group
Australian Border Force

P: s 47F | s 47F

Group email: DCR.Div.Support@border.gov.au
Email: s 47F@border.gov.au

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From: Vicki LUDWIG
To: [OUTRAM Michael](#); [MILLER Robyn](#); [WOODFORD-SMITH Kingsley](#); [CONNELL Jenet](#); [HAYWARD Stephen](#)
Cc: [s 47F](#); [s 47F](#); [s 47F](#)
Subject: Nauru Files daily brief Thursday 08 SEPT 2016 [DLM=**Sensitive**]
Date: Thursday, 8 September 2016 4:20:44 PM
Attachments: [Action Taken Stats & Table for KWS 8-9 330pm.docx](#)
[Nauru Files brief 08 September 2016.docx](#)

Sensitive

Good Evening DC O

Please find attached a progress report on the Nauru Files tasking for your information.

For the 2107 files, the team have achieved the following completion rates:

- 100 percent of the POMS searches are complete;
- 78 percent of the TRIM searches are complete with the remaining 448 TRIM searches expected to be completed by COB tomorrow.
- 60 percent of the reviews for the minor/unclassified/information reports for the Immediate response taken and immediate response appropriate columns are complete. The remaining 40 percent of these reviews are also expected to be completed by COB tomorrow.

Kind regards
Vicki

Sensitive

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8 September 2016

RESEARCH UPDATE INTO ALL INCIDENTS AND REPORTS IDENTIFIED IN THE NAURU FILES

Purpose

1. Daily update on the analysis of the Nauru Regional Processing Centre (Nauru RPC) incident reports released by *The Guardian Australia* (the Guardian).

Background

2. On 10 August 2016 the Guardian published 2,107 Nauru RPC incident reports on its website under the web-handle 'the Nauru files'. The incident reports encompass the period May 2013 to October 2015.

Issues

3. The Department is data matching all materials released on the Guardian website against information held by the Department. The Guardian refers to 2,116 incident reports on its website. However, the Department can only establish that there are a total of 2,107 unique incidents within the source-code of the Guardian website (i.e. non-duplicates). Of these 2,102 incidents are visible and able to be reviewed.

Progress Report

4. The Taskforce worked on the following:
 - Completed 250 checks in TRIM for incident reports including *Boat ID/Biodata*, *TRIM Reference*, and *TRIM Actions Taken*. A total of approx. 750 checks in TRIM have been completed to date;
 - Completed 300 initial reviews of Incidents - *Immediate Action Taken*, *Immediate Response Appropriate*, and *Referred to Medical Y/N/n/a*. A total of approx. 1100 Minor and For Information/ Unclassified Incidents have been reviewed to date.
5. Two members from the Offshore Operation Coordination Section have been identified to have Tableau Desktop access to enable maintaining and manipulation of data. Training on Tableau is to be arranged for Tuesday, 13 September 2016.

Vicki Ludwig

A/Commander Offshore Operations Support

Detention, Compliance and Removals Division

s 47F

08/09/2016

Sensitive
PROTECTED

From: s 47F
To: Vicki LUDWIG
Cc: s 47F; s 47F; s 47F
Subject: RE: Nauru Files daily brief Monday 12 September 2016 [DLM=Sensitive]
Date: Monday, 12 September 2016 4:54:00 PM

Sensitive

Dear Vicki,

Yes – 100% done

Yes - 100% (minus 45 records) checked

Yes – 100% have been assessed for immediate action taken and immediate action appropriate.

The focus of last week was on the Information, Minor and Unclassified risk ratings i.e. 1814 incidents (some already had responses due to DAT 185 cross overs)

Yes we are – Of the above, cross checking continues.

There are 454 incidents.

We are QAing if the No or an Unknown response is an appropriate one.

Regards

s 47F

Sensitive

From: Vicki LUDWIG
Sent: Monday, 12 September 2016 4:38 PM
To: s 47F
Cc: s 47F; s 47F
Subject: RE: Nauru Files daily brief Monday 12 September 2016 [DLM=Sensitive]

Sensitive

Hi s 47F

Thanks for this but like last Thursday does this mean:

100% of the files have been checked against POMS;

100% (minus 45 records) have been checked in TRIM;

100% have been assessed for immediate action taken and immediate action appropriate;

Where those fields show No or Unknown, you are double checking that info.

How Many are in that category?

What are we QAing?

Those are the questions KWS will want to know.

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Thanks



Vicki

Sensitive

From: s 47F
Sent: Monday, 12 September 2016 4:26 PM
To: Vicki LUDWIG
Cc: s 47F; s 47F
Subject: RE: Nauru Files daily brief Monday 12 September 2016 [DLM=**Sensitive**]

Sensitive

Good afternoon Vicki,

Please find attached the Nauru Files Daily brief, Monday 12 September 2016, as well as the DRPC stats for your information..

Regards

s 47F

s 47F

s 47F s 47F

Inspector
Australian Border Force
Australian s 47F | Email: s 47F @border.gov.au

Sensitive

Sensitive

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From: Kingsley WOODFORD-SMITH
To: [Media Operations; Vicki LUDWIG](#); s 47F
Cc: s 47F
Subject: RE: FOR CLEARANCE BY 6:30 - Nauru files TPs [SEC=~~PROTECTED~~]
Date: Thursday, 13 October 2016 6:04:05 PM

s 47F

Happy noting the inclusion of Ca's comments.

Thanks and regards

Kingsley Woodford-Smith
Assistant Commissioner Detention Compliance and Removals.
Operations Group
Australian Border Force
P: (02) 6275 6846 | s 47F
E: kingsley.woodford-smith@border.gov.au

From: [Media Operations](#)
Sent: 13/10/2016 18:01
To: [LUDWIG Vicki](#); s 47F; [WOODFORD-SMITH Kingsley](#)
Cc: s 47F
Subject: RE: FOR CLEARANCE BY 6:30 - Nauru files TPs [SEC=~~PROTECTED~~]

No problem. Change actioned.

Is Kingsley happy with the rest of the lines?

s 47F

From: Vicki LUDWIG [mailto:vicki.ludwig@border.gov.au]
Sent: Thursday, 13 October 2016 5:54 PM
To: s 47F; [WOODFORD-SMITH Kingsley](#)
Cc: [Media Operations](#); s 47F
Subject: RE: FOR CLEARANCE BY 6:30 - Nauru files TPs [SEC=DLM-ONLY:For-Official-Use-Only] [SEC=~~PROTECTED~~]

~~PROTECTED~~

s 47F

Another small change to the second last dot point from KWS for your consideration.

Kind regards
Vicki

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PROTECTED

From: § 47F
Sent: Thursday, 13 October 2016 5:27 PM
To: Kingsley WOODFORD-SMITH
Cc: Vicki LUDWIG; Media Operations; § 47F
Subject: FOR CLEARANCE BY 6:30 - Nauru files TPs [SEC=DLM-ONLY:For-Official-Use-Only]

Good evening Kingsley,

Can you urgently look at the attached before 6:30pm tonight? We want to send to A/g Commissioner tonight.

These have been cleared by Vicki, bar two lines relating to Child Protection and Detention network web content, which we have taken from a cleared Ministerial media release.

TALKING POINTS

- The Department undertook an immediate review of all 2123 redacted incident reports in order to ensure all incidents had been reported appropriately and that any individual the subject of a report had received appropriate care and support.
- This task was made more difficult by *The Guardian's* refusal to make the unredacted documents available to it.
- While any allegation of sexual assault or other serious violence is a concern, the suggestion that such incidents are common, or not taken seriously by the Department or its service providers, is not supported by a review of the documents.
- The review confirmed that all critical incidents had previously been reported to the Department, consistent with reporting requirements, and that appropriate investigation action had been taken where required in relation to the most serious matters.
- Of the more serious allegations, five cases were considered by the Moss Review, seven were considered by the Child Protection Panel and three cases were considered by both.
- The review also confirmed that the majority of the reports related to non-critical incidents and did not involve allegations of abuse, or actual self-harm.
- Many of the reports were 'information' reports, covering matters such as injuries sustained during recreational activities.
- The incidents were reported within four categories: 23 critical, 281 major, 968 minor and 851 information and unclassified reports.
- Of the 23 critical reports, it was confirmed immediate and appropriate action was taken in every case. This included six cases in which sexual assault, abuse or other physical violence had been alleged.
- Of those 23 critical and 281 major incident reports, 19 were referred to the Nauru

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Police Force. One person has been charged. A significant number of matters were not referred to police as they did not relate to breaches of Nauruan law or for reasons including withdrawal of the complaint.

- The Department and its service providers continue to work closely with the Nauruan authorities in order to resolve these matters and ensure appropriate action is taken where appropriate.
- Of the 281 major incident reports, the Department has identified that in 270 cases (96 per cent) immediate and appropriate action was taken. Due to the nature of information recorded in legacy systems, the remaining 11 cases (4%) had insufficient information to determine what actions were taken.
- The Department was not asked by *The Guardian* to comment on the incident reports before their release, and declined the Department's request to provide unredacted copies of the documents to assist with efforts to check all appropriate action had been taken in relation to the incidents.
- While completing this review the Department has also finalised its Child Safeguarding Framework, which will ensure a consolidated and consistent approach for staff and service providers relating to safeguarding children.
- The Department has also published an online resource to provide greater transparency and clarity of how the immigration detention system in Australia operates, including detailed information regarding the robust system of oversight and assurance.
- "It is clear the contention that the 'Nauru files' represented 'thousands' of cases of abuse of transferees and refugees cannot be supported by any independent review of the documents released by The Guardian," a spokesperson for the Department said.
- "In the vast majority of critical and major cases where an individual could be identified, appropriate actions were taken at the time of the initial incident."
- "This episode again demonstrates the risks of relying on unverified incident reports and the use of raw incident reporting data to make generalised statements about the standard of care in Nauru – where the Department and its service providers continue to work exceptionally hard in support of the Government of Nauru to deliver services and support to transferees and refugees."

Best Regards,

s 47F

Media Operations
(02) 6264 2244

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From: s 47F
To: [Kingsley WOODFORD-SMITH](#)
Subject: Accepted: SA cases [DLM=For-Official-Use-Only]

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From: s 47F
To: s 47F
Cc: s 47F
Vicki LUDWIG
Subject: RE: Master Nauru Files Compiled Monday 19/09/2016 [DLM=Sensitive]
Date: Monday, 19 September 2016 3:59:00 PM
Attachments: [Action Taken Stats & Table for KWS 19-9 4pm.docx](#)
[Copy of Master Compiled 19-9 4pm.xlsx](#)

Sensitive

Good afternoon all

Please find attached today's stats.

Regards,

s 47F
Detention, Regional Processing and Community Reporting
Community Operations | Children, Community and Settlement Services
Support Group
Australian Border Force
s 47F
E. s 47F @border.gov.au

Sensitive

From: s 47F
Sent: Monday, 19 September 2016 3:06 PM
To: s 47F
Cc: s 47F
Subject: Master Nauru Files Compiled Monday 19/09/2016 [DLM=Sensitive]

Sensitive

Hi all

Please find attached the Master Nauru Files Compiled for today, Monday 19 September 2016.

Kind Regards

s 47F
Senior Border Force Officer | Offshore Operational Coordination
Offshore Operational Coordination Branch
Detention, Compliance and Removals Division
Operations Group | Australian Border Force
Department of Immigration and Border Protection
Telephone: s 47F
gov.au

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From: IMRT
To: [Vicki LUDWIG](#); [IMRT](#); [Kingsley WOODFORD-SMITH](#)
Subject: AMENDED: Guardian CSS Leak [DLM=For-Official-Use-Only]
Date: Monday, 19 September 2016 11:32:35 PM
Attachments: [Guardian CSS Leak_OOCs input.xls.xlsx](#)

For-Official-Use-Only

Good evening

Please find attached an amended spreadsheet with further detail of the incident at Line 8 (highlighted). I have just spoken to Media and have confirmed that this incident was covered with the self-harm threat paragraph so no further changes were required to TP.

Apologies for the previous error marking this as a duplicate incident.

Regards

s 47F

s 47F

Incident Management and Reporting Team

Regional Operations Coordination

Offshore Operational Coordination Branch | Detention, Compliance and Removals Division

Operations Group

Australian Border Force

P: s 47F

IMRT Duty Phone: +614 7830 1652

E: IMRT@border.gov.au

E: s 47F

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From: Vicki LUDWIG
Sent: Monday, 19 September 2016 11:09 PM
To: IMRT; Kingsley WOODFORD-SMITH
Subject: RE: Guardian CSS Leak [DLM=For-Official-Use-Only]

Thanks **s 47F** good work

Sent with Good (www.good.com)

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

From: IMRT
Sent: Monday, September 19, 2016 10:40 PM AUS Eastern Standard Time
To: Kingsley WOODFORD-SMITH
Cc: Vicki LUDWIG; IMRT
Subject: Guardian CSS Leak [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good evening Kingsley

Please find attached the spreadsheet prepared by IMRT relating to the sixteen (16) CSS Incidents referred to in the Guardian Newspaper.

Regards

s 47F

s 47F

Incident Management and Reporting Team

Regional Operations Coordination

Offshore Operational Coordination Branch | Detention, Compliance and Removals Division

Operations Group

Australian Border Force

s 47F

IMRT Duty Phone: +614 7830 1652

E: IMRT@border.gov.au

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E: S 47F

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From: Vicki LUDWIG
To: s 47F
Cc: s 47F
Subject: RE: Nauru Files Daily Brief 14 September 2016 [DLM=~~Sensitive~~]
Date: Wednesday, 14 September 2016 7:50:26 PM

Sensitive

Thanks s 47F

Sensitive

From: s 47F
Sent: Wednesday, 14 September 2016 4:51 PM
To: Vicki LUDWIG
Cc: s 47F
Subject: Nauru Files Daily Brief 14 September 2016 [DLM=~~Sensitive~~]

Sensitive

Dear Vicki,

Please find attached the Nauru Files Daily brief for 14 September 2016.

Regards

s 47F

s 47F

Inspector | Offshore Operational Coordination
Offshore Operational Coordination Branch
Detention, Compliance and Removals Division
Operations Group | Australian Border Force
Ph: s 47F
Email: s 47F @border.gov.au

Please note: I do not work Thursdays

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12 September 2016

RESEARCH UPDATE INTO ALL INCIDENTS AND REPORTS IDENTIFIED IN THE NAURU FILES

Purpose

1. Daily update on the analysis of the Nauru Regional Processing Centre (Nauru RPC) incident reports released by *The Guardian Australia* (the Guardian).

Background

2. On 10 August 2016 the Guardian published 2,107 Nauru RPC incident reports on its website under the web-handle 'the Nauru files'. The incident reports encompass the period May 2013 to October 2015.

Issues

3. The Department is data matching all materials released on the Guardian website against information held by the Department. The Guardian refers to 2,116 incident reports on its website. However, the Department can only establish that there are a total of 2,107 unique incidents within the source-code of the Guardian website (i.e. non-duplicates). Of these 2,102 incidents are visible and able to be reviewed.

Progress Report

4. The Taskforce Continued reviewing TRIM for incident reports including Boat ID/Biodata, TRIM Reference, and TRIM Actions Take. 45 incidents remain to be reviewed against TRIM.
5. Training of the Tableau database has been organised for Offshore Operations Staff at Tuesday 13 September. The training will be conducted by KPMG.
6. The Task force began a Quality Assurance review of the master spreadsheet, preparing it for use with POMS, to undertake a "bulk upload" of all unrecorded files. A meeting is scheduled at Wednesday 14 September, to finalise the information required for uploading.

Vicki Ludwig

A/Commander Offshore Operations Support

Detention, Compliance and Removals Division

s 47F

12/09/2016

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