

Our ref: A383336

19 December 2016

Mr Michael Pezzullo
Secretary
Department of Immigration and Border Protection
PO Box 25
BELCONNEN ACT 2616

For Information:
Commissioner Roman Quaadvlieg
Australian Border Force
PO Box 25
BELCONNEN ACT 2616

Dear Mr Pezzullo

Post visit observations and suggestions – Manus Island Regional Processing Centre

During the period 10 – 14 October 2016, a team from my office undertook an inspection of the Manus Island Regional Processing Centre (RPC) in accordance with the own motion notice issued 20 May 2016 and with the concurrence and support of the Government of Papua New Guinea (PNG). This was the fifth visit to the RPC and the fourth inspection of those areas of the facility within the jurisdiction of the Immigration Ombudsman.

s. 47E(d)



s. 47E(d)



Should you wish to discuss any elements of this report please contact me on s. 22(1)(a)(ii).

Alternatively Ms Doris Gibb, Senior Assistant Ombudsman is available to discuss any matters you may have arising from this visit and may be contacted on s. 22(1)(a)(ii).

Yours sincerely



Colin Neave
Commonwealth Ombudsman

Australian Border Force

Jurisdiction

1. This office has the jurisdiction¹ to consider the actions relating to a matter of administration of Australian officials, their contracted service providers including the actions relating to Australian government responsibilities under the agreements and Memorandum of Understanding between Australian and Nauru. Our jurisdiction has been established and accepted by relevant agencies including the department and the government of PNG².

Operations

2. s. 47E(d) [Redacted]

3. s. 47E(d) [Redacted]

4. s. 47E(d) [Redacted]

5. s. 47E(d) [Redacted]

s. 47E(d) [Redacted]

6. s. 47E(d) [Redacted]
[Redacted]
[Redacted]

7. s. 47E(d) [Redacted]
[Redacted]
[Redacted]

8. s. 47E(d) [Redacted]
[Redacted]
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Stakeholder Engagement

9. s. 47E(d) [Redacted]
[Redacted]
[Redacted]
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[Redacted]
[Redacted]
[Redacted]

10. s. 47E(d) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

11. s. 47E(d) [Redacted]
[Redacted]
[Redacted]
[Redacted]
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Service delivery

12. s. 47E(d) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]


s. 47E(d)

13. s. 47E(c)

Complaint Management


14. s. 47E(d)

s. 47E(d)




General Operations

s. 47E(d)



s. 47E(d)

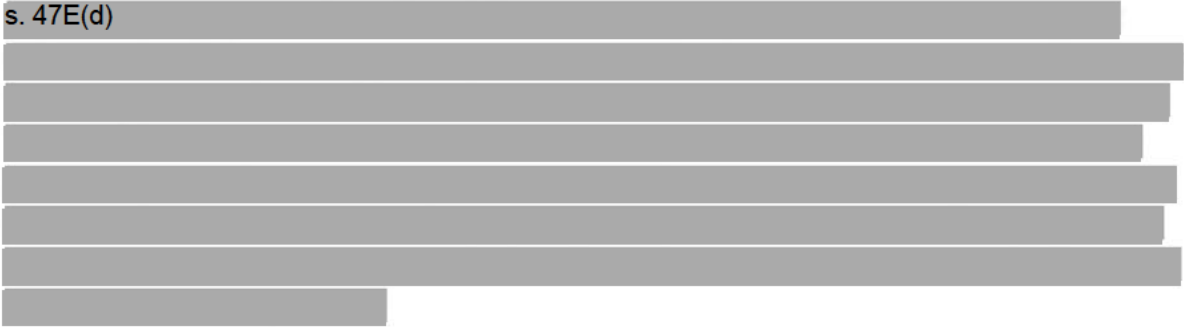


Accommodation and Facilities


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s. 47E(d)

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Management of Asylum Seeker Property


6. We acknowledge that BRS has addressed a number of the concerns raised in our previous report. We are concerned that:

s. 47E(d)






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- b. Undelivered mail addressed to medical transferees in Australia is placed on shelves and is not forwarded on to addressee. We noted that a number of mail items addressed to people currently in Australia had been held for in excess of six months. Property staff through BRS have sought advice from ABF after our previous visit and are still awaiting a response.
- c. Mail that arrives addressed to an IOM returnee is handed to ICSA who return the mail to sender. There is no procedure in place to permit the transfer of return mail to ICSA when the ICSA officer responsible for the mail is absent from the centre. Subsequently the mail remains in the property area until the individual ICSA officer returns.

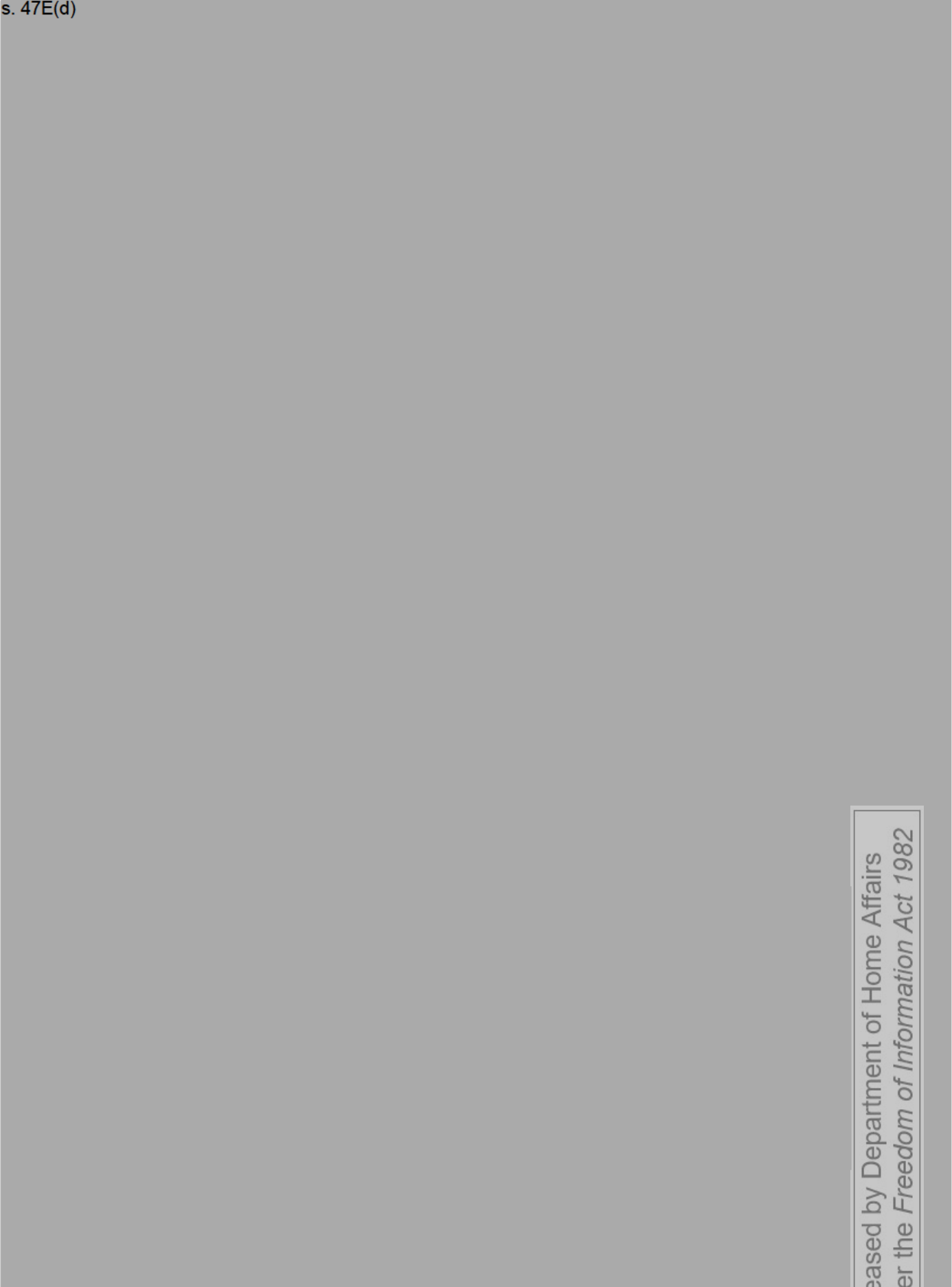
s. 47E(d)



Suggestions

- 8. It is suggested that the ABF in consultation with its service providers:
 - a. s. 47E(d) 
 - b. Resolve the outstanding issues relating to the mail for residents transferred to Australia.
 - c. In consultation with ICSA resolve develop a process to support the forwarding of mail address to residents who have undertaken voluntary removal.
 - d. s. 47E(d) 
 - e. s. 47E(d) 
 - f. s. 47E(d) 
 - g. s. 47E(d) 

s. 47E(d)



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s. 47E(d)

[REDACTED]

Complaint Management

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Management of Incidents

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s. 47E(d)



Incident reporting


21. This is the fifth visit to the RPC in two and a half years s. 47E(d)

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s. 47E(d), s. 33(a)(i)



Programs and Activities (P&A)

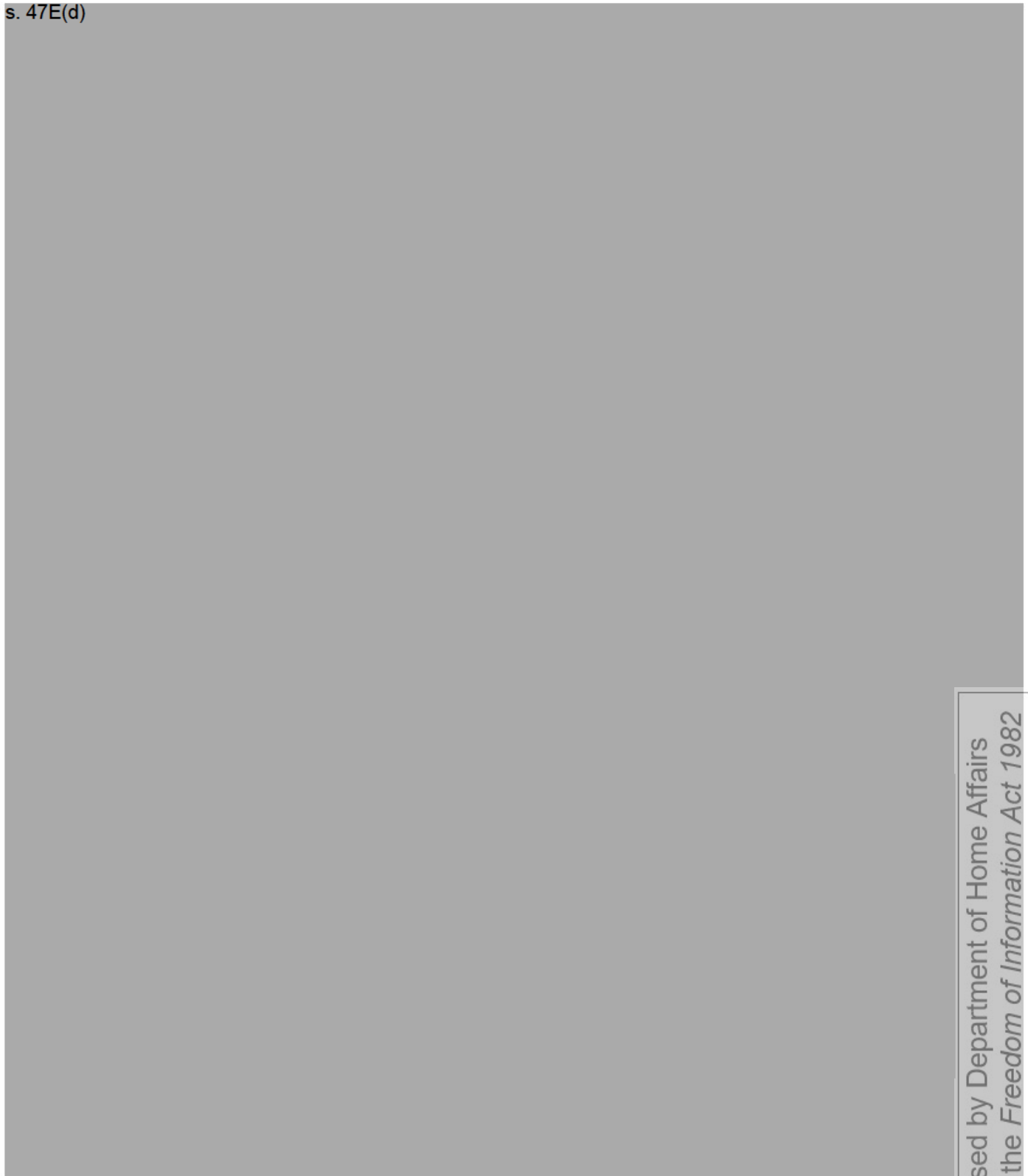
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Health Care

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Annex D
Manus Island RPC Post Visit Report
Dated November 2016

s. 47E(d)

