



Freedom of Information request: FA18/10/00650

Document 1

Position statements:

A. Case Managers, for persons held in immigration detention at Christmas Island and Yongah Hill IDC;

Position Description

Classification:	APS4
Position Title:	Detention Status Resolution Officer (DSRO)
Position Number:	Multiple
Division/Region:	Community Protection Division
Branch:	Status Resolution West
Section:	Status Resolution Christmas Island
Reports to:	Director Status Resolution Christmas Island
Location:	Christmas Island
Security Classification:	Baseline
Date PD finalised:	
PD endorsed by:	s. 22(1)(a)(ii)

Branch and Section Overview

Status Resolution Officers engage with detainees and vulnerable individuals, to assist them to resolve their immigration status. Their role is to ensure that immigration outcomes are achieved in a timely, lawful, fair and reasonable manner. These officers maintain case oversight, and coordinate relevant stakeholders and service providers, to identify and address vulnerabilities and barriers to status resolution.

Position Summary

The Detention Status Resolution Officer is responsible for providing administrative support to the Status Resolution team. This includes managing a case load of monitored cases, managing the Status Resolution interviews schedule, monitoring and triaging inflow of the Status Resolution mailbox, updating Departmental systems and providing secretariat support for a number of meetings.

Specific Duties / Responsibilities (may include any or all of the following)

- Monitor a small case load of relatively uncomplicated cases, escalating these cases for a higher level of Status Resolution as required
- Assist with group messaging for detainees as required
- Develop a working understanding of DIBP's policies, procedures and guidelines
- Review detainee incidents daily and refer to senior case managers as appropriate
- Update departmental systems as required
- Monitor and manage the status resolution mailbox and refer routine or urgent matters to relevant staff in a timely manner
- Maintain accurate records of a broad range of cases
- Provide input into strategic direction of team and key performance indicators.
- Provide input into planning and policy documentation.
- Provide secretariat support at a variety of meetings held onsite with a range of stakeholders

Key Skills/Personal Attributes

To be successful in these roles you require the following:

- Well-developed written and verbal communication skills including the ability to modify and create routine and non-routine messages for diverse audiences
- The ability to interpret and apply legislation and policy
- The ability to undertake a logical and balanced decision making process and provide justification for that decision within defined parameters
- Well-developed interpersonal skills to facilitate and promote positive interactions with clients, peers and stakeholders
- Strong organisational and coordination skills, including the ability to prioritise tasks and work independently and with team members
- The ability to provide a high quality professional service, apply ethical work practices and demonstrate integrity in all aspects of work
- The ability to work quickly, manage competing priorities effectively and meet tight deadlines
- Initiative, flexibility, resourcefulness, resilience and the ability to work effectively both independently and as part of a team
- The ability to quickly gain a strong understanding of the department's CCMDs portal services and other departmental systems.
- Sound decision making and decision record keeping abilities
- Have the ability to create a shared sense of purpose, encouraging contributions, and communicates expected outcomes

Mandatory APS Core Capabilities

To perform the job successfully, an individual should demonstrate the capabilities as defined and described by the Integrated Leadership System, ILS: A detailed description of the capabilities and the behavioural indicators for each is available for viewing or download at the APSC website: [ILS - A guide to the Integrated Leadership System](#)

To perform the job successfully, an individual requires knowledge of and commitment to legislative and APS requirements in relation to WHS responsibilities, equal opportunity, APS values & code of conduct; commitment to workplace diversity and working in a team environment.

Qualifications

Mandatory

- Status Resolution Essentials training

Desirable

- Case Management Certificate IV
- Drivers Licence

Position Description

Classification:	APS4
Position Title:	Status Resolution Officers
Position Number:	Various
Division/Region:	Community Protection
Branch:	WA Status Resolution
Section:	Status Resolution Yongah Hill Immigration Detention Centre
Reports to:	Senior Status Resolution Officer - Team leader
Location:	Northam
Security Classification:	Baseline
Date PD finalised:	29 December 2016
PD endorsed by:	Director WA Status Resolution

Branch Overview

The positions are part of Status Resolution Section at Yongah Hill Immigration Detention Centre in the WA Status Resolution Branch. The Branch is responsible for the provision of immigration status resolution services.

Section Overview

This section provides status resolution services to detainees and vulnerable individuals in held detention, assisting them to resolve their immigration status. The case manager's role is to ensure that immigration outcomes are achieved in a timely, lawful, fair and reasonable manner. They maintain case oversight, working closely with Australian Border Force and service providers, to identify and address vulnerabilities and barriers to status resolution.

Position Summary

Status Resolution Officers at the APS4 level work with relevant parties in a coordinated and planned way to ensure less complex cases are progressed from the initial assessment to a timely immigration outcome. Status Resolution officers provide a primary point of contact for the department with stakeholders concerning each case.

Status Resolution Officers at the APS4 level may also provide administrative support to their teams.

Specific Duties / Responsibilities

- Oversee a small and less complex caseload to ensure the progression of immigration cases from the initial assessment to an immigration outcome
- Update departmental systems as required
- Provide secretariat support at a variety of meetings held onsite with a range of stakeholders
- Provide administrative support to the team
- Monitor and manage the case management mailbox and refer routine or urgent matters to relevant staff in a timely manner

Role Requirements

- Develop and maintain a sound understanding of DIBP's policies, procedures and guidelines
- Possess or have the ability to quickly gain a strong understanding of the department's Status Resolution Programme and detention network including departmental systems
- Possess excellent organisational and interpersonal skills.
- Have flexibility and preparedness to take on various tasks in a high pressure environment.
- Possess effective negotiation, stakeholder engagement and communication skills.
- Be required to successfully complete relevant Status Resolution training.

Mandatory APS Core Capabilities

To perform the job successfully, an individual should demonstrate the capabilities as defined and described by the Integrated Leadership System, ILS: A detailed description of the capabilities and the behavioural indicators for each is available for viewing or download at the APSC website: [ILS - A guide to the Integrated Leadership System](#)

To perform the job successfully, an individual requires knowledge of and commitment to legislative and APS requirements in relation to WHS responsibilities, equal opportunity, APS values & code of conduct; commitment to workplace diversity and working in a team environment.

Mandatory

- Obtain and maintain the required AGSVA clearance.
- Obtain and maintain a current Employment Suitability Clearance (ESC).
- Drivers licence

Position Description

Classification:	APS5
Position Title:	Status Resolution Officer
Position Number:	Multiple
Division/Region:	Community Protection Division
Branch:	Status Resolution West
Section:	Status Resolution Christmas Island
Reports to:	Director Status Resolution Christmas Island
Location:	Christmas Island
Security Classification:	Baseline
Date PD finalised:	
PD endorsed by:	Endorsed by s. 22(1)(a)(ii) Director WA Status Resolution 23 June 2017

Branch and Section Overview

Status Resolution Officers engage with detainees and vulnerable individuals, to assist them to resolve their immigration status. Their role is to ensure that immigration outcomes are achieved in a timely, lawful, fair and reasonable manner. These officers maintain case oversight, and coordinate relevant stakeholders and service providers, to identify and address vulnerabilities and barriers to status resolution.

Position Summary

Status Resolution Officers provide a primary point of contact for the department with stakeholders concerning each case and work with relevant parties in a coordinated and planned manner to ensure cases are progressed to a timely immigration outcome. Status Resolution officers promote self-agency in clients by providing information about the immigration pathway so that clients are informed in regard to the progression of their case. It is important that Status Resolution Officers are alert to client vulnerabilities, which may affect their ability to achieve an immigration outcome and ensure that relevant services are coordinated to manage those vulnerabilities appropriately.

Specific Duties / Responsibilities (may include any or all of the following)

- Manage the progression of immigration cases (sometimes complex or sensitive) from the initial assessment to an immigration outcome
- Relay complex and difficult messages in relation to immigration pathways individually or in groups
- Interview clients and interrogate departmental systems to establish and confirm client identity and immigration status, including case law assessments.
- Depending on the role, provide direction on how to manage client cases and caseloads, particularly with complex or sensitive cases.
- Develop a working understanding of DIBP's policies, procedures and guidelines
- Engage with a range of internal and external stakeholders regarding case progression and represent the Department more broadly with professionalism and tact
- Maintain accurate records of a broad range of cases and refer and escalate where required
- Assess the level of intervention required to resolve client status including obtaining an immigration history and identifying client needs (e.g. health/welfare vulnerabilities).
- Develop and implement client case plans that outline an expected client immigration pathway and key events along that pathway, with the aim of resolving client status.
- Undertake regular quality assurance.
- Provide input into strategic direction of team and key performance indicators.
- Provide input into planning and policy documentation.
- Identify and escalate sensitive cases where appropriate.

Key Skills/Personal Attributes

To be successful in these roles you require the following:

- Well-developed written and verbal communication skills including the ability to modify and create routine and non-routine messages for diverse audiences
- The ability to interpret and apply legislation and policy to resolve highly complex enquiries
- The ability to undertake a logical and balanced decision making process and provide justification for that decision within defined parameters
- Well-developed interpersonal skills to facilitate and promote positive interactions with clients, peers and stakeholders
- Strong organisational and coordination skills, including the ability to prioritise tasks and work independently and with team members
- The ability to provide a high quality professional service, apply ethical work practices and demonstrate integrity in all aspects of work
- The ability to work quickly, manage competing priorities effectively and meet tight deadlines
- Initiative, flexibility, resourcefulness, resilience and the ability to work effectively both independently and as part of a team
- The ability to quickly gain a strong understanding of the department's CCMDS portal services and other departmental systems.
- Sound decision making and decision record keeping abilities
- Ability in the application of project management methodologies to plan, organise and control resources to deliver specific goals or objectives
- Have the ability to create a shared sense of purpose, encouraging contributions, and communicates expected outcomes

Mandatory APS Core Capabilities

To perform the job successfully, an individual should demonstrate the capabilities as defined and described by the Integrated Leadership System, ILS: A detailed description of the capabilities and the behavioural indicators for each is available for viewing or download at the APSC website: [ILS - A guide to the Integrated Leadership System](#)

To perform the job successfully, an individual requires knowledge of and commitment to legislative and APS requirements in relation to WHS responsibilities, equal opportunity, APS values & code of conduct; commitment to workplace diversity and working in a team environment.

Qualifications

List any tertiary or vocational qualifications; including drivers licence etc, the occupant requires in order to perform this role. Leave blank if there are no qualification pre-requisites.

Mandatory

- Status Resolution Essentials

Desirable

- Case Management Certificate IV
- Drivers Licence

Position Description

Classification:	APS5
Position Title:	Status Resolution Officer
Position Number:	Various
Division/Region:	Community Protection
Branch:	WA Status Resolution
Section:	Status Resolution Yongah Hill Immigration Detention Centre
Reports to:	Senior Status Resolution Officer - Team leader
Location:	Northam
Security Classification:	Baseline
Date PD finalised:	29 December 2016
PD endorsed by:	Director WA Status Resolution

Branch Overview

- The positions are part of Status Resolution Section in Yongah Hill Immigration Detention Centre in the WA Status Resolution Branch. The Branch is responsible for the provision of immigration status resolution services.

Section Overview

- This section provides status resolution services to detainees and vulnerable individuals in held detention, assisting them to resolve their immigration status. The case manager’s role is to ensure that immigration outcomes are achieved in a timely, lawful, fair and reasonable manner. They maintain case oversight, working closely with Australian Border Force and service providers, to identify and address vulnerabilities and barriers to status resolution.

Position Summary

- Position Description template
- V2 – 30/12/2016
- Status Resolution Officers at the APS5 level work with relevant parties in a coordinated and planned way to ensure cases are progressed from the initial assessment to a timely immigration outcome.
- Status Resolution officers provide a primary point of contact for the department with stakeholders
- concerning each case.

Specific Duties / Responsibilities

- Primary responsibilities of a Status Resolution Officer:
- Develop a working understanding of DIBP's policies, procedures and guidelines.
- Manage the progression of immigration cases (sometimes complex or sensitive) from the initial assessment to an immigration outcome.
- Engage with a range of internal and external stakeholders regarding case progression and represent the Department more broadly with professionalism and tact.
- Relay complex and difficult messages to detainees individually or in groups.
- Research cases to gain comprehensive understanding of detainee situations.
- Refer and escalate cases when required.

- Possess or have the ability to quickly gain a strong understanding of the department's Status Resolution Programme and detention network including departmental systems
- Possess excellent organisational and interpersonal skills.
- Have flexibility and preparedness to take on various tasks in a high pressure environment.
- Possess effective negotiation, stakeholder engagement and communication skills.
- Be required to successfully complete relevant Status Resolution training.

Mandatory APS Core Capabilities

- To perform the job successfully, an individual should demonstrate the capabilities as defined and described by the Integrated Leadership System, ILS: A detailed description of the capabilities and the behavioural indicators for each is available for viewing or download at the APSC website: [ILS – A guide to the Integrated Leadership System](#)
- To perform the job successfully, an individual requires knowledge of and commitment to legislative and APS requirements in relation to WHS responsibilities, equal opportunity, APS values & code of conduct; commitment to workplace diversity and working in a team environment.

Qualifications

Mandatory

- Obtain and maintain the required AGSVA clearance.
- Obtain and maintain a current Employment Suitability Clearance (ESC).
- Drivers licence

Position Description

Classification:	APS6
Position Title:	Senior Status Resolution Officer
Position Number:	Multiple
Division/Region:	Community Protection Division
Branch:	Status Resolution West
Section:	Status Resolution Christmas Island
Reports to:	Director Status Resolution Christmas Island
Location:	Christmas Island
Security Classification:	Baseline
Date PD finalised:	
PD endorsed by:	Endorsed by <div>s. 22(1)(a)(ii)</div> Director WA Status Resolution 23 July 2017

Branch and Section Overview

Status Resolution Officers engage with detainees and vulnerable individuals, to assist them to resolve their immigration status. Their role is to ensure that immigration outcomes are achieved in a timely, lawful, fair and reasonable manner. These officers maintain case oversight, and coordinate relevant stakeholders and service providers, to identify and address vulnerabilities and barriers to status resolution.

Status Resolution Officers provide a primary point of contact for the department with stakeholders concerning each case and work with relevant parties in a coordinated and planned manner to ensure cases are progressed to a timely immigration outcome. Status Resolution officers promote self-agency in clients by providing information about the immigration pathway so that clients are informed in regard to the progression of their case. It is important that Status Resolution Officers are alert to client vulnerabilities, which may affect their ability to achieve an immigration outcome and ensure that relevant services are coordinated to manage those vulnerabilities appropriately.

Specific Duties / Responsibilities (may include any or all of the following)

- Supervise and mentor a team of APS5 and APS4 Case Management/Status Resolution staff, providing guidance and leadership
- Manage the progression of immigration cases (sometimes complex or sensitive) from the initial assessment to an immigration outcome
- Relay complex and difficult messages in relation to immigration pathways individually or in groups
- Interview clients and interrogate departmental systems to establish and confirm client identity and immigration status, including case law assessments.
- Depending on the role, provide direction on how to manage client cases and caseloads, particularly with complex or sensitive cases.
- Develop a working understanding of DIBP's policies, procedures and guidelines
- Engage with a range of internal and external stakeholders regarding case progression and represent the Department more broadly with professionalism and tact
- Maintain accurate records of a broad range of cases and refer and escalate where required
- Assess the level of intervention required to resolve client status including obtaining an immigration history and identifying client needs (e.g. health/welfare vulnerabilities).
- Develop and implement client case plans that outline an expected client immigration pathway and key events along that pathway, with the aim of resolving client status.
- Undertake regular quality assurance.
- Provide input into strategic direction of team and key performance indicators.
- Provide input into planning and policy documentation.
- Identify and escalate sensitive cases where appropriate.
- Develop strategies for the team in managing case loads and competing priorities
- Provide guidance on policy changes and implications of government priorities
- Undertaking performance management as required

Key Skills/Personal Attributes

To be successful in these roles you require the following:

- Well-developed written and verbal communication skills including the ability to modify and create routine and non-routine messages for diverse audiences
- The ability to interpret and apply legislation and policy to resolve highly complex enquiries
- The ability to undertake a logical and balanced decision making process and provide justification for that decision within defined parameters
- Well-developed interpersonal skills to facilitate and promote positive interactions with clients, peers and stakeholders
- Strong organisational and coordination skills, including the ability to prioritise tasks and work independently and with team members
- The ability to provide a high quality professional service, apply ethical work practices and demonstrate integrity in all aspects of work
- The ability to work quickly, manage competing priorities effectively and meet tight deadlines
- Initiative, flexibility, resourcefulness, resilience and the ability to work effectively both independently and as part of a team
- The ability to quickly gain a strong understanding of the department's CCMDS portal services and other departmental systems.
- Sound decision making and decision record keeping abilities
- Ability in the application of project management methodologies to plan, organise and control resources to deliver specific goals or objectives
- Have the ability to create a shared sense of purpose, encouraging contributions, and communicates expected outcomes
- Strong leadership and communication skills

Mandatory APS Core Capabilities

To perform the job successfully, an individual should demonstrate the capabilities as defined and described by the Integrated Leadership System, ILS: A detailed description of the capabilities and the behavioural indicators for each is available for viewing or download at the APSC website: [ILS - A guide to the Integrated Leadership System](#)

To perform the job successfully, an individual requires knowledge of and commitment to legislative and APS requirements in relation to WHS responsibilities, equal opportunity, APS values & code of conduct; commitment to workplace diversity and working in a team environment.

Qualifications

List any tertiary or vocational qualifications; including drivers licence etc, the occupant requires in order to perform this role. Leave blank if there are no qualification pre-requisites.

Mandatory

- Status Resolution Essentials

Desirable

- Case Management Certificate IV
- Leadership Training, e.g. Foundations of Leadership
- Drivers Licence

Position Description

Classification:	APS 6
Position Title:	Senior Case Manager – Team Leader
Position Number:	To be advised
Division/Region:	Community Protection/West Region
Branch:	WA Status Resolution
Section:	Yongah Hill Case Management, Christmas Island Case Management
Reports to:	Assistant Director Case Management
Location:	Yongah Hill Immigration Detention Centre, Christmas Island Case Management Immigration Detention Centre
Security Classification:	Baseline
Date PD finalised:	25 January 2016
PD endorsed by:	Director WA Status Resolution

Branch Overview

The position is part of the Case Management Sections at Yongah Hill Immigration Detention Centre and Christmas Island Detention Centre in the WA Status Resolution Branch. The Branch is responsible for the provision of immigration status resolution services.

Section Overview

This section provides case management services to detainees and vulnerable individuals in held detention, assisting them to resolve their immigration status. The case managers role is to ensure that immigration outcomes are achieved in a timely, lawful, fair and reasonable manner. They maintain case oversight, and coordinate relevant stakeholders and service providers, to identify and address vulnerabilities and barriers to status resolution.

Position Summary

The key responsibility of the Senior Case Manager is to manage a team of Case Managers. In addition, Senior Case Managers also manage a small but more complex caseload.

Case Managers manage detainee cases from the initial assessment to an immigration outcome. Case Managers develop a relationship with detainees and stakeholders and provide a primary point of contact for the department concerning each detainee. Case Managers ensure all work is undertaken by the relevant parties in a coordinated and planned way with a focus on achieving a timely immigration outcome.

Specific Duties / Responsibilities

The primary responsibilities of the Senior Case Manager – Team Leader:

- Work under the direction of an Assistant Director Case Management in both a corporate and detention centre environment.
- As part of a leadership team, provide leadership to a team of Case Managers.
- As part of a leadership team, contribute to driving changes in workplace practices and business strategies as required.
- Maintain a working understanding of DIBP's policies, procedures and guidelines.
- With the Assistant Director and Team Leaders, manage workflows, caseloads and resources.
- As a Team Leader, manage performance and provide support and guidance to a team of Case Managers
- Support team members with researching cases to gain comprehensive understanding of detainee's situation and immigration pathway.
- Support team members with resolving barriers to status resolution.
- Relay (and support team members to relay) complex and difficult messages to detainees individually or in groups.
- Manage a small but complex caseload from the initial assessment to an immigration outcome.
- Engage with a range of internal and external stakeholders regarding case progression and represent the Department more broadly with professionalism and tact.
- Refer and escalate cases and workplace issues when required.

Role Requirements

To be successful in this role you will have:

- Leadership and management skills and possess personal drive and integrity
- A team and collaborative approach to achieve results including resolving complex matters and improving business practices with an appreciation of strategic issues.
- Have a strong understanding of the department's detention network including departmental systems (highly desirable), or the ability to gain this knowledge in a reasonable period of time.
- Technical knowledge and expertise on status resolution and immigration pathways (highly desirable) or the ability to gain this knowledge in a reasonable period of time.
- Possess excellent organisational and interpersonal skills.
- Have flexibility and preparedness to take on various tasks in a high pressure environment.
- Possess effective negotiation, stakeholder engagement and communication skills.
- Be required to successfully complete requisite Case Management training.

Mandatory APS Core Capabilities

To perform the job successfully, an individual should demonstrate the capabilities as defined and described by the Integrated Leadership System, ILS: A detailed description of the capabilities and the behavioural indicators for each is available for viewing or download at the APSC website: [ILS - A guide to the Integrated Leadership System](#)

To perform the job successfully, an individual requires knowledge of and commitment to legislative and APS requirements in relation to WHS responsibilities, equal opportunity, APS values & code of conduct; commitment to workplace diversity and working in a team environment.

Qualifications

To be eligible to apply you must:

Mandatory

- Be an Australian Citizen.
- Obtain and maintain the required AGSVA clearance.

- Obtain and maintain a current Employment Suitability Clearance (ESC).
- Possess a valid Western Australia Driver's License (essential) as no public transport is available to or from the workplace and from time to time you may be required to drive a departmental fleet vehicle

b. Detention Review Managers, for persons held in immigration detention Christmas Island and Yongah Hill IDC;

Within the Status Resolution System, Detention Review Managers (DRMs) conduct desktop reviews of decisions to detain suspected unlawful non-citizens under section 189 of the *Migration Act, 1958*, providing independent assurance that the person detained is an unlawful non-citizen. DRMs recall departmental files when required and conduct a status assessment which includes a citizenship assessment and a notification assessment. Where required, the DRM seeks advice from the Status Resolution Helpdesk to resolve complex cases.

Where a person has been detained, a DRM will conduct an initial Phase 1 review to ensure that the person detained is an unlawful non-citizen and interrogate departmental systems and records relating to the case.

DRMs will conduct a Phase 2 review if they identify any issues in the Phase 1 review that necessitates further investigation.

c. The Superintendent Christmas Island and Yongah Hill IDC;
Position Description

Classification:	Executive Level 2
Position Title:	Australian Border Force Detention Superintendent
Position Number:	xxxxxxxx
Group/Division:	Detention and Offshore Operations
Branch/Section:	Detention Operations Branch/ Detention Operations
Size of Team:	Varies between immigration detention facilities
Direct Reports:	
Reports to:	Commander, Detention Operations
Location:	Immigration Detention Facilities across the Immigration Detention Network
Security Classification:	Negative Vetting 1
Date PD finalised:	12 July 2017
Work Value Assessment Date:	12 July 2017

Section Overview

Australian Border Force (ABF) Detention Superintendent positions are located across several Australian States and are an essential component of strong border management. Reporting to the Commander Detention Operations, the Superintendent is the lead departmental officer of an immigration detention facility (IDF) and is responsible for directing IDF operations under their command.

Position Summary

ABF Detention Superintendents oversee all functions and key decisions within IDFs under their command. Responsibilities include critical incident management and incident escalation, delivering services to detainees, and ensuring the safety and security of detainees, staff, visitors and the facility.

ABF Detention Superintendents also promote and manage relationships with government agencies, service providers and stakeholders to ensure Detention and Offshore Operations Command (DOOC) and Regional Commands are advised of emerging issues. ABF Detention Superintendents, depending on their deployment, command one or more IDFs and are responsible for leading and directing operations of their IDFs, including integrating services, engaging closely with service providers and representing the Department locally. The role of ABF Detention Superintendent reports to the Commander Detention Operations.

Specific Duties / Responsibilities

ABF Detention Superintendents have delegated decision-making powers by the Minister and Secretary to act under the provisions of the *Migration Act 1958* (Cth) and *Migration Regulations 1994*. These powers may incorporate but are not limited to Finance and Human Resources delegations, use of force, guardianship of minors and searches. ABF Detention Superintendents review and approve ABF and Facilities and Detainee Services Provider (FDSP) tactical plans to achieve mission intent.

Key duties and responsibilities include:

- Assess high risk escort proposals from the FDSP.
- Authorise requests for searches.
- Determine final placement arrangements in consultation with stakeholders to maintain the good order and security of the facility.
- Manage and decide whether or not to pursue contractual abatement matters arising from service delivery audits.
- Exercise delegations under the contracts to ensure the approach taken is consistent with that taken nationally and in the broader immigration detention network.
- Review and approve operational and contingency plans drafted by service providers, ensuring high profile/high risk matters are escalated to the Commander, Detention Operations.
- Review use of force, placement in correctional facilities and other similar requests and provide a recommendation to the Commander, Detention Operations.
- Review (with stakeholders) any Special Purpose Visit requests and escalate to the Commander, Detention Operations with a considered recommendation.
- Critical incident management and incident escalation for the IDF.
- Deliver government objectives and DOOC intent, ensuring there is a strong focus on high performance, including:
 - Security and safety of the facility and those that are located within the IDF
 - Effective critical incident management
 - Intelligence gathering and operational planning
 - Management and delivery of high quality services to detainees
 - Better practice and business process reform
 - Efficiency and productivity
 - Effective risk management practices.
- Promote and manage relationships and key strategic alliances with internal and external stakeholders and service providers.
- Work with other ABF Detention Superintendents across the immigration detention network, service providers and stakeholders to develop appropriate and effective operational and administrative procedures that support operational activity.
- Develop and implement effective control and behavioural management strategies to create a stable environment and manage criminal and inappropriate behaviour effectively.
- Develop, implement and review contingency and prevention planning including:
 - Undertake and exercise business continuity planning
 - Provide strategic direction for the IDF, including developing strategies, priorities and work practices to achieve intent set by DOOC
 - Determine team priorities and workflow, ensuring staff receive adequate training and undertake performance management activities.
- Represent the ABF in liaising with government and external agencies.
- Negotiate at senior levels within the Department and with external organisations and other agencies.
- Ensure DOOC and Regional Command are well briefed and advised of emerging issues.
- Oversee work health and safety (WHS) incident reporting.
- Responding effectively to a child protection incident in accordance with the requirements of the Child Safeguarding Framework and associated departmental policies and consistent with the triple track approach.
- Effective delivery of wellbeing programmes for children and programmes that support parents in held detention.
- The identification and management of risks for children in held detention.
- Ensuring that all information relating to the wellbeing and protection of a child is effectively captured in departmental systems and communicated to other centres, contracted service providers and other relevant stakeholders when a child moves from held detention to community detention, a regional processing centre or into the community via a visa.
- Management of the Senior Child Wellbeing Officers who provide advice and support in relation to child safeguarding incidents consistent with the department's Child Safeguarding Framework.

Qualifications/Experience/Role Requirements

- Ability to exercise delegated decision making powers by the Minister and Secretary to act under the provisions of the Migration Act 1958 (Cth) and Migration Regulations 1994:
 - Finance and HR delegations,
 - use of force,
 - guardianship of minors
 - Searches.
- Risk assessment - high-risk escort proposals from the DSP.
- Understanding of the department's detention network.
- Ability to satisfy Operational Readiness Assessment requirements.

Mandatory Core Capabilities

This position has been assessed in accordance with the APSC Role Evaluation Framework. To perform the job successfully, an individual should demonstrate the capabilities, skills and knowledge, and adhere to all relevant aspects described by:

[Work Level Standards](#)

[ILS - A guide to the Integrated Leadership System](#)

[DIBP Professional Standards and Integrity Framework](#)

[APS Legislative Requirements](#)

[APS Values and Code of Conduct](#)

d. Positions within department, the functions of which include ordering release of persons from immigration if found to be wrongly detained.

There is no designated departmental function that can order the release of persons wrongly detained. If any departmental officer makes this discovery then they escalate to the Status Resolution Helpdesk for confirmation, and the procedure to organise the persons release would be instigated.

2. Blank Departmental forms used:

A. recording conduct and/or outcomes of monthly case reviews of detained persons by Case Managers and B. recording transition of detainees from one Case Manager to another;

There are no blank departmental forms for these functions, as these are carried out within CCMD portal and are all electronic.

C. in relation to transfer of custody between officers of persons held in immigration detention or otherwise detained under Part 2 Division 7 of the Migration act,



Form 1A

Commonwealth of Australia
Migration Act 1958

TRANSFER OF CUSTODY FROM ABF TO POLICE

- To: *[insert name of police officer]*,
who is an 'officer' for the purposes of the *Migration Act 1958* (the Act).
1. I am an 'officer' for the purposes of the Act at *[insert name of immigration detention facility]*.
2. *[Insert name, date of birth and ICSE number of immigration detainee]* is an unlawful non-citizen detained under subsection 189(1) of the Act who, under section 196, must be kept in immigration detention until (relevantly) removed from Australia or granted a visa.
3. I am hereby transferring custody of *[insert name and ICSE number of immigration detainee]* to you in your capacity as an 'officer' under the Act.

Signature

Signature

[Officer Name]

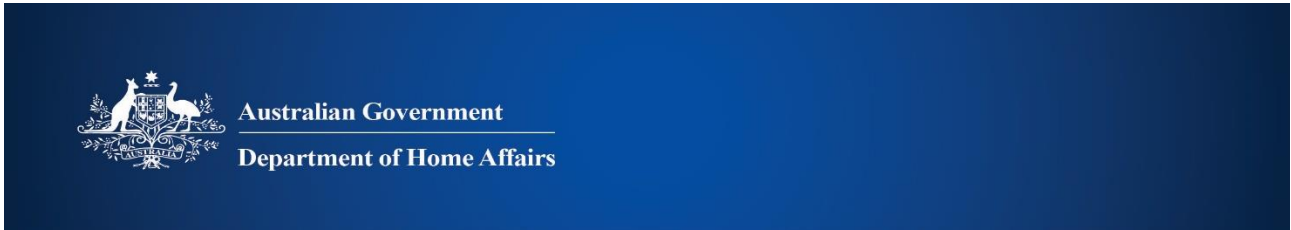
[Name of Police Officer]

[Department / ABF]

AFP or State/Territory Police

[Date] *[Time]*

[Date] *[Time]*



Form 1B

Commonwealth of Australia
Migration Act 1958

TRANSFER OF CUSTODY FROM HOME AFFAIRS TO STATE/TERRITORY CORRECTIONAL SERVICES
AGENCY

To: [insert name of correctional officer],
who is an ‘officer’ for the purposes of the *Migration Act 1958* (the Act).

- 1. I am an ‘officer’ for the purposes of the Act at [insert name of immigration detention facility].
- 2. [Insert name, date of birth and ICSE number of immigration detainee] is an unlawful non-citizen detained under subsection 189(1) of the Act who, under section 196, must be kept in immigration detention until (relevantly) removed from Australia or granted a visa.
- 3. I am hereby transferring custody of [insert name and ICSE number of immigration detainee] to you in your capacity as an ‘officer’ under the Act.

Signature

[Officer Name]
Home Affairs or
Service Provider Officer
[Date] [Time]

Signature

[Name of Correctional Officer]
State/Territory Correctional
Services Agency
[Date] [Time]



Form 1C

COMMONWEALTH OF AUSTRALIA
MIGRATION ACT 1958

TRANSFER OF CUSTODY FROM ABF TO SERVICE PROVIDER

To: *[insert name of employee of service provider]*,
who is an ‘officer’ for the purposes of the *Migration Act 1958* (the Act).

- 1. I am an ‘officer’ for the purposes of the Act.
- 2. Knowing or reasonably suspecting that *[insert name, date of birth and ICSE number of immigration detainee]* is an unlawful non-citizen, I have detained/am detaining him/her under section 189 of the Act; pursuant to section 196, he/she must be kept in immigration detention until one of the events specified in subsection 196(1) of the Act happens.
- 3. I am hereby transferring custody of *[insert name and ICSE number of immigration detainee]* to you in your capacity as an ‘officer’ under the Act.

Signature

Signature

[Officer Name]
Department / ABF

[Officer Name]
[Company name of the Service Provider]

[Date] *[Time]*

[Date] *[Time]*



Form 1D

COMMONWEALTH OF AUSTRALIA
MIGRATION ACT 1958

REQUEST TO HOLD IN IMMIGRATION DETENTION

To: *[insert name of officer-in-charge of the relevant State or Territory correctional facility or police officer of relevant police force]*

- 1. I am an ‘officer’ for the purposes of the *Migration Act 1958* (the Act).
- 2. *[Insert name, date of birth and ICSE number of immigration detainee]* is an unlawful non-citizen detained under subsection 189(1) of the Act who, under section 196, must be kept in immigration detention until one of the events specified in subsection 196(1) of the Act happens.
- 3. Pursuant to subsection 5(1) of the Act, a person is in immigration detention if being held by, or on behalf of, an officer in any of the places specified in paragraph (b) of the definition of ‘immigration detention’ (referred to here as a place of immigration detention).
- 4. As an officer for the purposes of the Act, I hereby request you to hold *[insert name and ICSE number of immigration detainee]* on my behalf in *[insert name of relevant State or Territory correctional facility or police station or watch house]*, which is a place of immigration detention.

Signature

[Officer Name]

Department / ABF

[Date] *[Time]*

Signature

[Officer Name]

[Name of State/Territory Correctional or AFP or State/Territory Police]

[Date] *[Time]*



Form 1E

COMMONWEALTH OF AUSTRALIA
MIGRATION ACT 1958

WITHDRAWAL OF 'REQUEST TO HOLD'
TRANSFER OF CUSTODY OF A DETAINEE FROM A CORRECTIONAL FACILITY OR POLICE STATION
OR WATCH HOUSE TO AN IMMIGRATION DETENTION FACILITY

To: *[insert name of correctional officer/police officer and name of correctional facility/police station or watch house],*

- 1. I am an 'officer' for the purposes of the *Migration Act 1958* (the Act).
- 2. In accordance with the definition of 'immigration detention' in subsection 5(1) of the Act and pursuant to a 'Request to Hold', *[insert name and ICSE number of immigration detainee]* has been held on behalf of an officer at this correctional facility/police station/watch house which is a place of immigration detention as specified in paragraph (b) of the definition of 'immigration detention'.
- 3. I am now withdrawing the 'Request to Hold' for *[insert name of detainee]* and taking custody of him/her from you.
- 4. As a person known or reasonably suspected to be an unlawful non-citizen, *[insert name of detainee]* will continue to be detained under the Act until, relevantly; he/she is removed from Australia or is granted a visa.

Signature
[Name of ABF or Serco Officer]
Department/ ABF / SERCO Australia Pty Ltd

[Date] *[Time]*

Signature
[Correctional Officer/Police Officer's name]
[Name of State/Territory Correctional or AFP or State/Territory Police]

[Date] *[Time]*

D. and/or make reference to s196(4) or s 196(5)b of the Act

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



**Australian
BORDER FORCE**

Very Important Notice

Information about your detention

Form

1423

You need to:

- **read this notice**
- **sign to show that you have read and understand the information in this notice**
- **ask an immigration officer if you have any questions about the notice or your detention.**

Why you have been detained

You have been detained under section 189 of the *Migration Act 1958* (the Act) because it is known or reasonably suspected that you are an unlawful non-citizen (that is, you do not hold a visa that is in effect).

In most circumstances, you will be kept in immigration detention until you are removed from Australia or granted a visa. For further information on the length of your detention, refer to the paragraph titled 'Length of your detention'.

Leaving Australia

As you do not hold a visa, you do not have permission to remain in Australia. You are therefore expected to leave Australia as soon as possible. You can end your time in detention by choosing to leave Australia. You can speak to an immigration officer or the International Organization for Migration (IOM) about your return options and the benefits of voluntary removal. IOM is independent of the Department of Home Affairs (the Department) and the Australian Border Force (the ABF) and can assist people who want to leave Australia but who need some help to do so. IOM can also provide independent information about returning to your home country to help you make an informed decision.

If you do not choose to leave Australia the ABF will still arrange for your removal, including:

- obtaining travel documents on your behalf;
- booking travel on your behalf;
- removing you from Australia.

If you are unable to pay for the costs of your removal from Australia, you will owe money to the Australian Government for these costs.

Where you can seek help

At any time, you can seek help from:

- a lawyer;
- a registered migration agent;
- your country's consular representative.

If you would like to speak with any of these people, you should ask an immigration officer or detention centre officer to help you.

You have the right to ask questions and/or make complaints about the conditions of your detention. If you think you have been unfairly treated, you can contact:

- a detention centre officer;
- the Department or the ABF;
- the Australian Human Rights Commission;
- the Office of the Commonwealth Ombudsman.

If you wish to contact any of the above, you can ask an immigration officer or detention centre officer to help you.

Visa options

Since you are known or reasonably suspected to be an unlawful non-citizen, your visa options will be limited and in some cases you may not have any options to apply for a visa.

If you intend to make an application for a visa, you may wish to seek legal or migration advice beforehand. Otherwise, general information about Australian visas is available on the Department's website www.homeaffairs.gov.au

Visa application time limits (Section 195 of the Act)

Please note that in most cases there are time limits on applying for visas (other than for bridging visas or protection visas) while you are in detention. In accordance with section 195 of the Act you may apply for a visa within 2 working days after the day on which you receive this notice, or if you inform an officer in writing within those 2 working days of your intention to apply – within the next 5 working days after those 2 working days.

If you do not apply for a visa within the time allowed, you may not apply for a visa, other than a bridging visa or a protection visa, after that time.

If you are an unauthorised maritime arrival or offshore entry person

If you arrived by boat at an excised offshore place, such as Christmas Island, you may be prevented under the Act from making an application for a visa. You may wish to seek legal or migration advice about the application bars which may apply to you.

Bridging visa E (BVE)

A BVE is a temporary visa that, if granted to you, will result in you being released from immigration detention as a lawful non-citizen. There is no time limit on when you can make an application for a BVE after you are taken into detention.

BVE decision

If you make a valid application for a BVE, a decision on your application will be made within the following timeframes:

- 2 days; or
- 28 days if you bypassed immigration clearance and came to the notice of the Department within 45 days of entering Australia or were refused immigration clearance; or
- 90 days, if the Department has a concern about your character. If this applies to you, you will be advised in writing.

If the Department refuses to grant you a BVE, you will generally not be able to make a valid application for another BVE within 30 days of the refusal, or within 30 days of having the review of the refusal decision finalised by the Administrative Appeals Tribunal (if you were able to apply for review and did so). However, you may be able to make a new application for a BVE within the 30 days if an immigration officer is satisfied that you will meet the criteria for the grant of a BVE.

Length of your detention

Under section 196 of the Act, you will be kept in immigration detention until:

- you are no longer known or reasonably suspected of being an unlawful non-citizen; or
- you are granted a visa; or
- you are removed from Australia under section 198 or section 199 of the Act; or
- deported from Australia under section 200 of the Act; or
- an officer begins to deal with you under subsection 198AD(3) of the Act (which provides certain powers for officers in taking an offshore entry persons to a regional processing country)

Unless you are granted a visa, section 196 prevents your release, even by a court, other than:

- by removal under 198 or 199; or
- being dealt with under s198AD(3); or
- deported under s200.

If you are detained as a result of the cancellation of your visa under section 501 (ie. on character grounds), your detention is to continue until you are removed or granted a visa. You will also be released from detention if a court finally determines that detention of you is unlawful or that you are not an unlawful non-citizen.

If you are detained pending your deportation under section 200, your detention is to continue until you are deported or granted a visa. You will also be released from detention if a court finally determines that detention of you is unlawful.

This is the case whether or not there is a real likelihood of you being removed from Australia under s198 or 199 or deported under s200 in the reasonably foreseeable future. This is also the case whether or not a decision relating to your visa (including a decision not to grant a visa, to cancel a visa or not to reinstate a visa) is, or may be, unlawful.

If you have been a student and your visa was automatically cancelled under s137K of the Act

Under section 137K of the Act, if you were the holder of a student visa that was automatically cancelled by the operation of law under section 137J of the Act, you may be eligible to apply in writing to have the cancellation revoked.

However, you cannot apply for revocation at a time when the student visa would no longer have been in effect anyway had the visa not been cancelled under section 137J. Also, you cannot apply for revocation if you have previously made such an application in respect of the same cancellation.

You cannot apply for revocation later than 2 working days after the day on which you received this notice. However, if you inform an officer in writing within these 2 working days of your intention to apply, you may do so within the next 5 working days after the 2 working days.

Personal property

While you are in immigration detention, you are responsible for the safekeeping or disposal of any personal property you have accumulated before you were detained. This includes household contents, vehicles and any pets in your care. An immigration officer may be able to assist you to make appropriate arrangements.

Convicted people smugglers and illegal foreign fishers

Under the Act you are liable for the costs associated with your detention and removal from Australia. The Department is obliged under the *Public Governance, Performance and Accountability Act 2013* to pursue such costs if they are unpaid. These costs are separate, and in addition to, any other penalties that may be imposed on you by a court of law. Please speak to an immigration officer if you would like further information about this.

Important information about privacy

Your personal information may be provided to law enforcement agencies and foreign agencies including foreign law enforcement agencies to facilitate your removal from Australia and your arrival in the country to which you are being removed. For example, if you have a criminal conviction, details of that conviction may be provided to agencies of the country to which you are being removed if it is in accordance with Australia's agreement with that country about the sharing of personal information for immigration and nationality purposes.

Your personal information is protected by law, including the *Privacy Act 1988*. Important information about the collection, use and disclosure (to other agencies and third parties, including overseas entities) of your personal information, including sensitive information, is contained in form 1442i *Privacy notice*. Form 1442i is available from the Department's website www.homeaffairs.gov.au/allforms/ or offices of the Department. You should ensure that you read and understand form 1442i before completing this form.

Additional information and forms

Document name	Purpose
Form 1360 <i>Request for consular access for people in immigration detention</i>	Use this form to request contact with your consular representative
<i>Request for Removal under s198 (1)</i>	Permission for the Department to remove you from Australia as soon as practicable
<i>Consent to use Ticket for Removal</i>	Authorises the Department to use your existing airline ticket for your removal from Australia
<i>Revocation of s137J student visa cancellation</i>	Information on how to apply for revocation of a section 137J automatic student visa cancellation
Form 1008 <i>Application for a Bridging visa E – Subclass 050</i>	Use this form to make an application for a Bridging visa E
<i>Common questions about removal</i>	Answers to many of your questions about removal from Australia
<i>Information for convicted People Smugglers and Illegal Foreign Fishers – without a Criminal Justice Stay Visa (CJSV)</i>	Information for people convicted of people smuggling and who do not hold a Criminal Justice Stay visa
<i>Information for convicted People Smugglers and Illegal Foreign Fishers – who hold a Criminal Justice Stay Visa (CJSV)</i>	Information for people convicted of people smuggling and who hold a Criminal Justice Stay visa

Note: More documents are available to you. If you would like additional documents or information, you should ask an immigration officer or detention centre officer. If the forms or information are not available in your language, an interpreter will be arranged to translate them.

Detainee acknowledgment

☐ I have read and understand this notice

OR

☐ This notice has been read to me with the assistance of an interpreter and I understand the contents of it

I declare that:

- I have read and understand the information contained in form 1442i *Privacy notice*.
- I understand the Department may collect, use and disclose my personal information (including biometric information and other sensitive information) as outlined in form 1423 and form 1442i *Privacy notice*.

Signature

Full name

Date of birth

DAY	MONTH	YEAR
/	/	

Date

DAY	MONTH	YEAR
/	/	

Time

Departmental witness

☐ I witnessed the above-named sign this notice to indicate that they have read it or had it read to them, and understand its contents

OR

☐ I provided the above-named with this notice in their preferred language, or had it read to them with an interpreter, however the client has refused to sign this notice

Signature

Full name

Position number

Date

DAY	MONTH	YEAR
/	/	

Time

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under the *Freedom of Information Act 1982*

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Full name

Date of birth

DAY	MONTH	YEAR
/	/	

Date

DAY	MONTH	YEAR
/	/	

Time

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Signature



Full name

Position number

--

Date

DAY	MONTH	YEAR
/	/	

Time

--

Use of interpreter

Preferred language

TIS job number

Interpreter's name / TIS ID

Signature of interpreter (if available)

