

Nature of issue: Allegation of breach of duty of care by a Home Affairs Officer received by s. 47F(1) on s. 47F(1)

People involved

Clients in residence determination ('community detention')

s. 47F(1)

Community Advocates - not formally authorised to act on behalf of the clients.

s. 47F(1)

Departmental Contracted Service Provider under Status Resolution Support Services

s. 47F(1)

Department of Home Affairs s. 47F(1) Status Resolution Officers

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

Key Facts

- s. 47F(1)
- s. 47F(1) and the Department cannot rely on s. 47F(1).
- s. 47F(1)
- s. 47F(1) Status Resolution Officer s. 22(1)(a)(ii) contacted s. 47F(1) stipulate s. 47F(1) Protocol requires that the SRO s. 47F(1) The s. 47F(1) minor child, s. 47F(1), was subsequently placed on the phone call by s. 47F(1) during this conversation without the Department's knowledge. Once it was ascertained that the minor child was on the phone, the SRO attempted to de-escalate the situation. The SRO followed Departmental protocol and did not conduct the conversation in the manner outlined by the complainant.
- s. 47F(1) Status Resolution attempted to contact s. 47F(1) on 28 August 2019 to advise them s. 47F(1) advised that all phones were now diverted to and with the minor child, s. 47F(1) and therefore the Department would be forced to speak with the minor child about any further matters, hence no further contact was made with s. 47F(1) directly on 28 August 2019.
- The Department did not breach duty of care when engaging with the minor s. 47F(1) as s. 47F(1) placed s. 47F(1) on the phone call without the Department's knowledge. Once s. 47F(1) was ascertained that the minor child was on the phone the content was de-escalated.

Background

- s. 47F(1) the Department received a termination notice from the landlord of the property at s. 47F(1) funded by the Department's Status Resolution Support Service Program. s. 47F(1)
- s. 47F(1)
- s. 47F(1)
- s. 47F(1)
- s. 47F(1) SRSS Operations and Support Team requested that s. 47F(1) Status Resolution contact the s. 47F(1) to confirm the expectation that the s. 47F(1) are required to relocate to their new property.
- s. 47F(1), s. 22(1)(a)(ii), the s. 47F(1) Status Resolution Assistant Manager contacted s. 47F(1) by telephone, s. 22(1)(a)(ii), in the absence of NSW Status Resolution Officer s. 22(1)(a)(ii) s. 22(1)(a)(ii) informed s. 47F(1) s. 47F(1)
- During this telephone conversation the s. 47F(1) was placed on the phone call without the Department's knowledge. Once s. 22(1)(a)(ii) identified that the call had been passed onto another person and learned that s. 47F(1) was on the phone, s. 22(1)(a)(ii) tried to de-escalate the situation. s. 22(1)(a)(ii) s. 47F(1)
- After the phone call, s. 22(1)(a)(ii) then requested s. 47F(1) The details of the phone call and what transpired were escalated in writing to the relevant areas, immediately after the event.
- Following this phone call, s. 47F(1), s. 47F(1) Status Resolution received a call from s. 47F(1)

s. 47F(1)

s. 47F(1)

an email was received by the Department s. 47F(1)

. Also referenced in this email was the inappropriate nature of the Department's contact with the minor s. 47F(1) .

s. 47F(1)

s. 47F(1)

s. 47F(1)

received a phone call from s. 47F(1)

minor child, who advised s. 47F(1)

s. 47F(1)

s. 47F(1)

Status Resolution received an email from s. 47F(1)

also cc'd s. 47F(1) and s. 47F(1) into this email. s. 47F(1)

s. 47F(1)

notified the Department that s. 47F(1)

At 3.23pm s. 47F(1)

notified the Department that s. 47F(1) have left the property. s. 47F(1)

At 4.05pm s. 47F(1)

sent an email to s. 47F(1) Status resolution cc'ing s. 22(1)(a)(ii)

stating s. 47F(1)

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

A decision was made by the Department that SRSS Program Management will contact s. 47F(1)

he Department is seeking to extend the lease at the current property for a further month s. 47F(1)

s. 47F(1)

Status Resolution attempted to contact s. 47F(1) to advise s. 47F(1)

s. 47F(1)

advised s. 47F(1)

However

, however there

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were concerns that the officers would be forced to speak with the minor child ^{s. 47F(1)}
^{s. 47C(1)}

- At 7.17pm ^{s. 47F(1)} Status Resolution responded to ^{s. 47F(1)}

- SRSS Program Management contacted ^{s. 42(1)}

From: s. 22(1)(a)(ii)
To:
Subject: FW: s. family [DLM=Sensitive]
Date: s. 47F(1) 6:39:28 PM
Attachments: s. Allegation of Breach of Duty of Care.docx

Sensitive

FYI as I asked what happened with what we sent up the line.

Thanks

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

Sensitive

From: s. 22(1)(a)(ii)
Sent: s. 9:55 AM
To: s. 22(1)(a)(ii)
Subject: FW: s. i family [DLM=Sensitive]
47F(1)

Sensitive

FYI – I amended the document slightly.

Sensitive

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 10:39 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: RE: s. family [DLM=Sensitive]
47F(1)

Sensitive

All

Brief update:

- s. 47F(1)
- The Department will not correspond directly with s. 47F(1) – all engagement will be through s. 47F(1)
- s. 47F(1)

More detailed update and response to the allegations of the status resolution officer breaching duty of care are attached.

Please note, one of the complaints has been copied to s. 47F(1) – we are preparing for min corro and possible media interest.

Thanks

s.
2

s. 22(1)(a)(ii)
Senior Director Status Resolution Network, Immigration Integrity and Community Protection Division
Immigration and Settlement Services
p: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii)

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Sensitive

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 4:13 PM
To: s. 22(1)(a)(ii)
Subject: FW: s. 47F(1) family [DLM=Sensitive]

Sensitive

As expected... Do you have an update?

s.

p: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii)

Sensitive

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 1:46 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: FW: s. 47F(1) family [DLM=Sensitive]

Sensitive

FAS Wimmer and AS Riviere

Commander Smith is currently travelling with Commissioner, I am forwarding through for your information and action (where necessary).

Kind Regards,
s.
22(1)

s. 22(1)
(a)(ii)
Executive Support Officer to s. 22(1)(a)(ii)
Chief of Staff to the Commissioner
Commander Ministerial & Parliamentary
Australian Border Force
p: s. 22(1)(a)(ii)

Sensitive

From: s. 47F(1)
Sent: s. 47F(1) 11:22 AM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: Re: s. 47F(1) family [DLM=Sensitive]

s. 47F(1)

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

please find attached the appropriate documentation

s. 47F(1)

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s. 47F(1)

On s. 47F(1) at 7:16 pm, s. 22(1)(a)(ii) wrote:

Sensitive

Dear s. 47F(1),

s. 47F(1)

Kind Regards,

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

Acting Assistant Director | s. 47E(1) Status Resolution - Complex Cases
Status Resolution Network | Immigration Integrity and Community Protection Division
Immigration and Settlement Services Group
Department of Home Affairs
Section E: s. 47E(d)

Sensitive

From s.
Sent: s. 47F(1) 4:05 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii); s. 22(1)(a)(ii)
s. 47F(1)
Subject: Re: s. 47E(1) family

Dear all

s. 47F(1)

s. 47F(1)



On s. 47F(1), at 11:45 am, s. 47F(1) wrote:

URGENT: IN CONFIDENCE

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

s. 47F(1)



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Unsolicited commercial emails MUST NOT be sent to the originator of this email.

From: s. 22(1)(a)
To: s. 22(1)(a)
Subject: FW: Response to legal required - for your clearance pls -s. 47F(1) [DLM=Sensitive:Personal]
Date: s. 47F(1) 12 54:00 PM
Attachments: image001.png
image002.png
s. 47F(1)

Sensitive:Personal

Ok this is for the sake of transparency – see the attached and below. Please don't take this to heart.

Sensitive:Personal

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 4:10 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: RE: Response to legal required - for your clearance pls -s. 47F(1) [DLM=Sensitive:Personal]

Sensitive:Personal

s. 22(1)

Yes it was our SRO who spoke with the minor (s. 22(1)(a)(ii)), but she was initially talking to the adult and not aware that the call had been transferred to the minor or that the minor was put on speakerphone, hence it was an innocent mistake.

Once it was realised that the call had been transferred to the minor the tone of the conversation was changed.

However the SRO did not state that it was the mother's mistakes. s. 47F(1) s. 47F(1)

This is why s. 22(1) escalated this to the relevant SRSS areas at the time.

s. 47F(1)

Attached is the most recent email that s. 22(1) sent to s. 22(1) in regards to this that explains the SRO's side to the story.
() ()

Thanks

s. 22(1)(a)(ii)
A/g Director
S. Status Resolution | Immigration Integrity and Community Protection Division
47F(1) Immigration and Settlement Services Group
Department of Home Affairs
P: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii)
Section E: s. 47E(d)

Sensitive:Personal

From: s. 22(1)(a)(ii) >
Sent: s. 47F(1) 3:54 PM
To: s. 22(1)(a)(ii) >
Cc: s. 22(1)(a)(ii) >
Subject: FW: Response to legal required - for your clearance pls -s. 47F(1) and family -s. 47F(1) [DLM=Sensitive:Personal]
Importance: High

Sensitive:Personal

Hi s. 22(1)
() ()

Are you able to assist with this case? We are trying to ascertain who it was that had the referred to conversation with the minor – was it an SRO or a caseworker from s. 47F(1). If it was their SRO, can we please get their side of the story about the conversation.

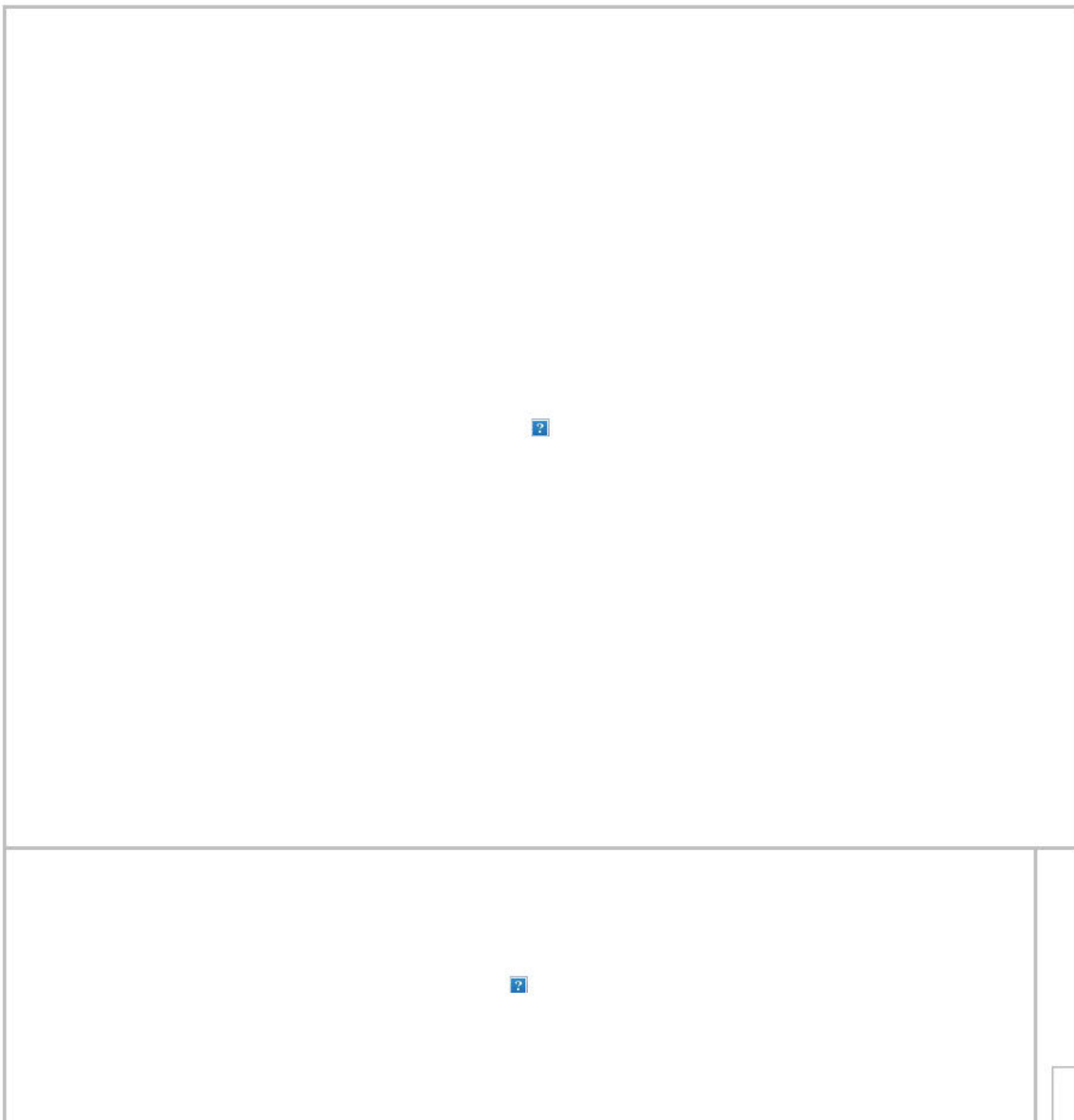
There have been a lot of emails flying around about this s. 47F(1) today and it appears they contacted s. 47F(1) on Friday with the following statements:

s. 47F(1)

s. 47F(1)

Further, when discussing s. 47F(1), the caseworker has said to s. 47F(1) that it was her mother's mistake s. 47F(1)

There was also a reference to this conversation in a report by s. 47F(1) which states:



Kind regards,

s. 22(1)(a)(ii)
Director Operational Coordination
Status Resolution Network | Immigration Integrity and Community Protection
Immigration and Settlement Services Group
Department of Home Affairs
P: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii) [u](#)

Sensitive:Personal

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 2:53 PM
To: s. 22(1)(a)(ii)
Cc: s. 47E(d)
Subject: FW: Response to legal required - for your clearance pls s. 47F(1) [DLM=Sensitive:Personal]
Importance: High

Sensitive:Personal

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Hi s.
22(

s. brought your queries to my attention. We have been quite involved in this case. I can provide you with a response based on the involvement of my team 22(47F(1) process), but I think I will need to throw to s. and/or s. in respect of the alleged discussion between s. 47F(1) and a "ABF officer". I would assume that the officer would either be s. 47F(1) 22(1) status resolution officer, or perhaps the service provider. I have included both in this email – they will need to get back to you on that.

I am happy to discuss the below if required. s. 47E(d)

The bottom line here – the landlord issued a termination notice of the lease on the current property, s. 47F(1). That move is out of our control – we cannot refuse the termination notice. In sourcing the new property, we have endeavoured to source a property as close as possible s. 47F(1).

In respect of the last para, we are happy to advise s. 47F(1) this. However, they need to be aware s. 47F(1)

- Under section 197AB of the Migration Act 1958 (the Act), the Minister may make a residence determination to allow a person to reside at a specific place subject to specified conditions. Under Section 197AD of the Act, the Minister may vary a residence determination for a person to reside at a new specified location. The powers under sections 197AB and 197AD are non-compellable and non-delegable. Persons residing in the community under a residence determination are still detained under s189 of the Act.
 - s. 47F(1) they had received a Termination Notice from the landlords s. 47F(1). As a result, a relocation was deemed necessary and preparations were put in place to obtain the Minister's approval to relocate s. 47F(1) to suitable accommodation as required under section 197AD of the Migration Act 1958 and the Ministerial guidelines relating to Residence Determinations. The Department does not have any ability to refuse the termination. s. 47F(1)
 - When sourcing properties for relocations, as in this case, the general requirements that the Department applies are that the property is safe, secure, in good condition and fit for purpose; that it is within a reasonable distance of services and amenities; s. 47F(1). The Department does not generally consult with community detainees in relation to their placement.
 - s. 47F(1)
 - s. 47F(1)
- s. 47E(d)

Regards

s. 22(1)(a)
Director
Ministerial Intervention
Immigration Integrity and Community Protection Division
Department of Home Affairs
P: s. 22(1)(a)(iii)
E: s. 22(1)(a)(ii)

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 10:50 AM
To: s. 22(1)(a)(ii) s. 47E(d)
Cc: s. 47E(d)
Subject: s. 47F(1)

Hi s. 22(1) /SRSS,
()

Yesterday, s. 47F(1) with the below enquiry - see pasted below.

I picked up the below email in TRIM and it appears the reasons for the move is per your email of 13/8.

Could SRSS please give us instructions on how the Dept wishes to respond to the below and anything we would like to say in response to the what the caseworker is claimed to have said to s. 47F(1) ?

s. 47F(1)

Further, when discussing s. 47F(1), the caseworker has said to s. 47F(1) that it was s. mother's mistake s. 47F(1)

Regards

s.
22(
From: s. 47F(1)
Date: s. 47F(1), 16:15
To: s. 22(1)(a)(ii)

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

Dear s.

s. 47F(1)

Further, when discussing s. 47F(1), the caseworker has said to s. 47F(1) that it was s. 47F(1) mother's mistake s. 47F(1)

Thank you for your assistance.

Kind regards,

s. 47F(1)

From: s. 47E(d)
Sent: s. 47F(1) 1:35 PM
To: s. 47E(d)
Cc: s. 47E(d)
Subject: s. 47F(1) - Request for s. 47F(1) summaries - s. 47F(1) [DLM=Sensitive:Personal]

Sensitive:Personal

Good afternoon s. 22(1)
() ()

Please see attached s. 47F(1) Summary as requested, provided by s. 47F(1) on:

s. 47F(1)

s. 47F(1)

Kind regards,

s. 22(1)(a)(ii)
A/g Supervisor - s. 47F(1) | Detention Health Operations Section
Detention Operations Branch | Immigration Detention Group
Australian Border Force
s. 22(1)(a)(ii)
Group email: s. 47E(d)

Sensitive:Personal

From: s. 47E(d)
Sent: s. 47F(1) 10:49 AM
To: s. 22(1)(a)(ii)
Cc: s. 47E(d) s. 22(1)(a)(ii) s. 47E(d)
>
Subject: RE: s. 47F(1) - Request for s. 47F(1) summaries - s. 47F(1) family [DLM=Sensitive:Personal]

Hi s. 22(1)

As discussed with s. 22(1) could you please advise when we might expect to receive s. 47F(1)

Thank you.

Kind regards,

s. 22(1)(a)(ii)
Referrals, Placements and Submissions Team
Ministerial Intervention ACT
Status Resolution Network | Immigration Integrity and Community Protection Division
Immigration and Settlement Services
Department of Home Affairs

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s. 47E(d)

From: s. 47E(d)
Sent: s. 47F(1) 10:14 AM
To: s. 47E(d)
Cc: s. 47E(d)
Subject: RE: s. 47F(1) - Request for s. 47E(d) summaries - s. 47F(1) family [DLM=Sensitive:Personnel]
47F(1)

Sensitive:Personal

Good morning Team

Please see attached s. 47F(1)

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Kind regards,

s. 22(1)(a)(ii) [REDACTED]
Avg Supervisor – s. 47F(1) [REDACTED] I Detention Health Operations Section
Detention Operations Branch I Immigration Detention Group
Australian Border Force
s. 22(1)(a)(ii) [REDACTED]
[REDACTED] Group email: s. 47E(d)

Sensitive:Personal

From: s. 47E(d)
Sent: s. 47F(1) 2:56 PM
To:
Cc: s. 47E(d)
Subject: s. 47F(1) - Request for s. 47E(d) summaries - s. 47E(d) family

Good afternoon,

We are preparing a residence determination variation submission. 47F(1)

s. 47F(1)

Kind regards,

s. 22(1)(a)(ii)
Referrals, Placements and Submissions Team
Ministerial Intervention ACT
Status Resolution Network | Immigration Integrity and Community Protection Division
Immigration and Citizenship Services
Department of Home Affairs

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

s. 47E(d)

Sensitive:Personal

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From: s. 22(1)(a)(ii)
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: FW: Updated Case Summary - s. 47F(1) family [DLM=For-Official-Use-Only]
Date: s. 47F(1) 9:13:15 AM
Attachments: s. 47F(1)

For-Official-Use-Only

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

As mentioned, here is a copy of the running case summary from our team (it's got a lot more information in it than needed for a brief but it's for our own purposes to keep on track of all the correspondence and events and stakeholders), but may be useful for you if you want to pull some information you need for client brief.

Thanks

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

For-Official-Use-Only

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 6:31 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: Updated Case Summary - s. 47F(1) [DLM=For-Official-Use-Only]

For-Official-Use-Only

We will continue to update with daily events...

Regards

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

For-Official-Use-Only

From: s. 22(1)(a)(ii)
To:
Cc:
Subject: Fwd: s. 47F(1) and family s. 47F(1) [DLM=For-Official-Use-Only]
Date: s. 47F(1) 4:02:00 PM
Attachments: s. 47F(1)

For Official Use Only

FYI

Sent by Email+

For Official Use Only

From: s. 22(1)(a)(ii)
Date: Monday, 26 August 2019 at 2:47:00 pm
To: s.
Cc: s. 47F(1) s. 47F(1)
Subject: RE: s. 47F(1) family - s. 47F(1) [DLM=For-Official-Use-Only]

For-Official-Use-Only

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

Apart from the discussion notes sent by s. 22(1)(a)(ii) in the attached email, please note that:

- the s. 47F(1) SRO has identified s. 47F(1) on Friday, 23 Aug 2019 as the person they were speaking with when the call was initiated to discuss s. 47F(1). At no time has s. 47F(1) informed the department that s. 47F(1) is passing the phone to s. 47F(1) or that the officer was being placed on speaker s. 47F(1).
- The SRO **strongly denied** that s. 47F(1) told s. 47F(1) that it was their 'mother's' mistake s. 47F(1).
- Once known or identified that the call have been passed on to someone else, the s. 47F(1) SRO tried to identify who the responder is and when known it was a minor child tried to de-escalate s. 47F(1).

Happy to discuss further.

Sincerely

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

Acting Assistant Director | s. 47F(1) Status Resolution - Complex Cases
Status Resolution Network | Immigration Integrity and Community Protection Division
Immigration and Settlement Services Group
Department of Home Affairs

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

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

Section E: s. 47E(d)

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For-Official-Use-Only

From: s. 47E(d)

Sent: s. 47F(1) 9:31 AM

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

Cc: s. 47E(d) s. 22(1)(a)(ii)

Subject: FW: s. 47F(1) family s. 47F(1)

Importance: High

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

The following comments have been received from the s. 47F(1). It refers to caseworker, however, s. 47F(1) claim that they have only spoken to s. 47F(1) at all times. You advised in your email from Friday night at 6.43pm that the s. 47F(1) claimed that the dept had accidentally spoken with the minor child. Can you please provide a response to the comments below for us to forward to Legal?

Further, when discussing s. 47F(1), the caseworker has said to s. 47F(1) that it was her mother's mistake s. 47F(1).

Thank you.

Kind regards,

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

Referrals, Placements and Submissions

Ministerial Intervention ACT

Status Resolution Network|Immigration Integrity and Community Protection Division

Immigration and Settlement Services

Department of Home Affairs

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

s. 47E(d)

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

Sent: s. 47F(1) 10:50 AM

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

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under the *Freedom of Information Act 1982*

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under the *Freedom of Information Act 1982*

FOI

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 6:39 PM
To: s. 22(1)(a)(ii)
Cc: ; SRSS Incidents; s. 22(1)(a)(ii)
Subject: RE: s. 47F(1) and family's s. 47F(1) [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good Afternoon All.

Further to the below, please note that the discussion with s. 47F(1) this afternoon also covered s. 47F(1)

s. 22(1)(a)(ii) I will send a separate email to s. 22(1)(a)(ii) that cover my communication with s. 47F(1). Note however that I have had a preliminary discussion with s. 22(1)(a)(ii) already and informed her of my conversation with s. 47F(1).

Happy to discuss further.

Regards

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

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Acting Assistant Director | s. 47F(1) Status Resolution - Complex Cases
Status Resolution Network | Immigration Integrity and Community Protection Division
Immigration and Settlement Services Group
Department of Home Affairs
P: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii)
Section E: s. 47E(d)

UNCLASSIFIED

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 4:38 PM
To: s. 22(1)(a)(ii) s. 47E(d)
s. 47E(d)
Cc: s. 47E(d)
s. 22(1)(a)(ii)
Subject: RE: s. 47F(1) and family's s. 47F(1) [SEC=UNCLASSIFIED]

UNCLASSIFIED

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

I contacted s. 47F(1) stated that:

s. 47F(1)

In the middle of the conversation, s. 47F(1) transferred the call to s. 47F(1) as s. 47F(1) (I was not aware s. 47F(1) stated that:

s. 47F(1)

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s. 47F(1)

s. 22(1)(a)(ii) contacted s. 47F(1) to check s. 47F(1)

s. 47F(1)

Please note that s. 47F(1) and s. 47F(1) were s. 47F(1) during the call. s. 47F(1)

Regards,

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

Assistant Manager

s. 47F(1) Community Status Resolution – Complex Cases I Status Resolution Branch I
Immigration Integrity and Community Protection Division I Immigration and Settlement Services Group
Department of Home Affairs

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

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

Section E s. 47E(d)

UNCLASSIFIED

From: s. 22(1)(a)(ii)
Sent: s. 47F(1) 3:14 PM
To: s. 47F(1)
Cc: s. 47E(d)
s. 22(1)(a)(ii)
Subject: RE: s. 47F(1) and family's s. 47F(1) [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good Afternoon,

Noted s. 22(1)(a)(ii) We will inform all stakeholders of the outcome of our discussion with s. 47F(1)

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under the Freedom of Information Act 1982

Regards

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

Acting Assistant Director | s. 47F(1) Status Resolution - Complex Cases
Status Resolution Network | Immigration Integrity and Community Protection Division
Immigration and Settlement Services Group
Department of Home Affairs
P: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii)
Section E s. 47E(d)

UNCLASSIFIED

From: s. 47E(d)
Sent: s. 47F(1) 2:44 PM
To: s. 47E(d)
Cc: s. 47E(d)
s. 22(1)(a)(ii)
Subject: RE: s. 47F(1) and family's s. 47F(1) [SEC=UNCLASSIFIED]

UNCLASSIFIED

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

The SRO team will try to contact s. 47F(1). The SRO will also advise s. 47F(1)

s. 22(1)(a)(ii) – after the conversation with s. 47F(1) could your team please reply all to this email to confirm what was
advised to s. 47F(1) in the conversation, s. 22(1)(a)(ii) will then be able to provide consistent messaging to s. 47F(1).

Regards

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

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

Assistant Manager – SRSS Operations and Support
SRSS Program Management
Status Resolution Branch | Immigration Integrity and Community Protection
Immigration and Settlement Services
Department of Home Affairs
s. 22(1)(a)(ii)

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

E: s. 47E(d)

UNCLASSIFIED

From: s. 47E(d)

Sent: s. 47F(1)

2:13 PM

To: s. 47E(d)

Cc: s. 47E(d)

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

Subject: RE: s. 47F(1)

and family's s. 47F(1)

[SEC=UNCLASSIFIED]

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

Following our discussion I talked to s. 47F(1)

Kind regards,

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

Contract Support Officer

National Immigration Support Services

s. 47F(1)

Hearing or speech impaired? Call me via the **National Relay Service** on:

TTY: 133677 **ISSR:** 1300 555 727 **IR:** <http://www.relayservice.com.au>

I acknowledge Aboriginal and Torres Strait Islander people as the Traditional Owners of this country throughout Australia, and their connection to land and community. I pay my respect to them and their cultures, and to the Elders both past and present.

From: s. 47E(d)

Sent: s. 47F(1)

2:01 PM

To: s. 47E(d)

Cc: s. 47E(d)

s. 44(1)(a)(ii)

s. 47E(d)

Subject: RE: s. 47F(1) and family's s. 47F(1) [SEC=UNCLASSIFIED]

UNCLASSIFIED

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

As discussed, we both agree that s. 47F(1) and the Department have been more than fair and reasonable with s. 47F(1). s. 47F(1) have also confirmed s. 47F(1)

s. 22(1)(a)(ii) – can you give me a quick call before you speak to s. 47F(1) so we can brief you on s. 47F(1). You may wish to bring this up in the conversation with s. 47F(1) if you think appropriate. This would be more appropriate to initially come from the SRO rather than s. 47F(1).

Regards

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

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

Assistant Manager – SRSS Operations and Support
SRSS Program Management
Status Resolution Branch | Immigration Integrity and Community Protection
Immigration and Settlement Services
Department of Home Affairs

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

E: s. 44(1)(a)(ii)

E: s. 47E(d)

UNCLASSIFIED

From: s. 47E(d)

Sent: s. 47F(1) 1:26 PM

To: s. 47F(1)

Cc: s. 47E(d)

s. 44(1)(a)(ii)

Subject: RE: s. 47F(1) and family's s. 47F(1) [SEC=UNCLASSIFIED]

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

We have discussed all of this with s. 47F(1)

As you saw in the email trail, the s. 47F(1)

s. 47F(1)

s. 47F(1)

Kind regards,

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

Contract Support Officer

National Immigration Support Services

s. 47F(1)

Hearing or speech impaired? Call me via the **National Relay Service** on:
TTY: 133677 **ISSR:** 1300 555 727 **IR:** <http://www.relayservice.com.au>

I acknowledge Aboriginal and Torres Strait Islander people as the Traditional Owners of this country throughout Australia, and their connection to land and community. I pay my respect to them and their cultures, and to the Elders both past and present.

From: s. 47E(d)

Sent: s. 47F(1)

12:32 PM

To: s. 47E(d)

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Cc: s. 47E(d)

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

Subject: RE: s. 47F(1) and family's s. 47F(1) [SEC=UNCLASSIFIED]

UNCLASSIFIED

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

Thanks for the email.

You may want to advise s. 47F(1) and s. 47F(1) that s. 47F(1)

. Has s. 47F(1) now advised s. 47F(1) that s. 47F(1) ?

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

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

Assistant Manager – SRSS Operations and Support
SRSS Program Management
Status Resolution Branch | Immigration Integrity and Community Protection
Immigration and Settlement Services
Department of Home Affairs

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

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

E: s. 47E(d)

UNCLASSIFIED

From: s. 47E(d)

Sent: s. 47F(1)

12:20 PM

To: s. 47E(d)

Cc: s. 47E(d)

Subject: FW: s. 47F(1) and family's s. 47F(1)

Good afternoon,

Following my previous email please be advised that our Program manager just received a phone call from s. 47F(1) and was advised that s. 47F(1)

s. 47F(1) contact number is : s. 47F(1)

Kind regards,

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

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Contract Support Officer

National Immigration Support Services

s. 47F(1)

Hearing or speech impaired? Call me via the **National Relay Service** on:

TTY: 133677 | SSR: 1300 555 727 | IR: <http://www.relayservice.com.au>

I acknowledge Aboriginal and Torres Strait Islander people as the Traditional Owners of this country throughout Australia, and their connection to land and community. I pay my respect to them and their cultures, and to the Elders both past and present.

From: s. 47E(d)

Sent: s. 47F(1)

10:23 AM

To: s. 47E(d)

Cc: s. 47E(d)

Subject: s. 47F(1)

and family's s. 47F(1)

Good morning,

I hope this email finds you well.

I am writing in regards to s. 47F(1)

s. 47F(1)

An incidents have been reported about this situation s. 47F(1).

Please be advised that there s. 47F(1)

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s. 47F(1)

Please also see the below emails which was sent to our Program Manager by s. 47F(1) the s. 47F(1) :

From: s. 47F(1)
Sent: s. 47F(1) 7:45 AM
To: s. 22(1)(a)(ii)
Cc: s. 47F(1)
Subject: Re: s. 47F(1) family

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

s. 47F(1)

Warm regards

s. 47F(1)

s. 47F(1), at 7:25 am, s. 47F(1) wrote:

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

s. 47F(1)

Warm regards

s. 47F(1)

s. 47F(1), at 7:17 am, s. 47F(1) wrote:

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

s. 47F(1)

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s. 47F(1)

Warm regards

s. 47F(1)

s.
47
F(
1)

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

From: s. 47F(1)

Sent: s. 47F(1) 7:23 PM

To: s. 24(1)(a)(ii)

Cc: s. 47F(1)

Subject: s. 47F(1) Community Detention properties

To whom it may concern

s. 47F(1)

s. 47F(1)

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s. 47F(1)

s. 47F(1)

Warm regards

s. 47F(1)

with

s. 47F(1)

Could you please kindly advise?

Kind regards,

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

Contract Support Officer

National Immigration Support Services

s. 47F(1)

Hearing or speech impaired? Call me via the **National Relay Service** on:
TTY: 133677 **I SSR:** 1300 555 727 **I IR:** <http://www.relayservice.com.au>

I acknowledge Aboriginal and Torres Strait Islander people as the Traditional Owners of this country throughout Australia, and their connection to land and community. I pay my respect to them and their cultures, and to the Elders both past and present.

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EXTERNAL STAKEHOLDERS

Relationship	Company	Name	Email	Phone
s. 47F(1)				
SRSS Provider – Case Coordinator	s. 47F(1)	s. 22(1)(a)(ii)		
SRSS Provider – Program Manager	s. 47F(1)	s. 22(1)(a)(ii)		
SRSS Provider Central Office	s. 47F(1)	s. 22(1)(a)(ii)		

AREAS OF HOME AFFAIRS CURRENTLY INVOLVED IN THIS CASE

Section	Name
s. 47F(1) Status Resolution Complex Case Team	s. 22(1)(a)(ii)
SRSS Referrals, Submissions and Behaviour Team	s. 22(1)(a)(ii)
SRSS Operations and Support	s. 22(1)(a)(ii)
Operational Co-ordination	s. 22(1)(a)(ii)
Ministerial Intervention	s. 22(1)(a)(ii)
Migration and Citizenship Litigation Branch	s. 22(1)(a)(ii)
SRSS Program Management	s. 22(1)(a)(ii)
Senior Director Status Resolution	s. 22(1)(a)(ii)
First Assistant Secretary II&CP	Sachi Wimmer
Assistant Secretary Status Resolution	Greg Baker
ABF Commissioner	Michael Outram
Chief of Staff to ABF Commissioner	Tony Smith

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s. 47F(1)	<p>s. 47F(1) called SRO s. 22(1)(a)(ii) to advise s. 47F(1)</p> <p>s. 47F(1)</p> <p>s. 47F(1) SRO called s. 47F(1) Case Coordinator s. 22(1)(a)(ii) on s. 47F(1) to advise of this. SRO sent an email to s. 22(1)(a)(ii) on s. 47F(1) summarising the situation and requesting further information - s. 47F(1)</p>
s. 47F(1)	<p>s. 47F(1)</p> <p>s. 47F(1)</p> <p>s. 47F(1)</p>
s. 47F(1)	<p>s. 47F(1) called SRO to advise s. 47F(1)</p> <p>s. 47F(1)</p> <p>SRO called Program Manager s. 22(1)(a)(ii) at s. 47F(1) and s. 47F(1)</p> <p>s. 47F(1) then called SRO while s. 47F(1)</p> <p>s. 22(1)(a)(ii) on s. 47F(1) SRO contacted s. 47F(1) s. 47F(1) Case Coordinator and she advised that s. 47F(1)</p> <p>s. 47F(1)</p>
s. 47F(1)	<p>s. 47F(1) called SRO s. 47F(1) SRO was informed on s. 47F(1) by s. 22(1)(a)(ii) from Referrals, Placements and Submissions of s. 47F(1), and it was agreed that SRO could provide s. 47F(1) with s. 47F(1). SRO advised s. 47F(1) Shortly afterwards, s. 47F(1) called SRO to state s. 47F(1) s. 47F(1) would contact s. 47F(1) (Chief of Staff to the Commissioner ABF) and would s. 47F(1) SRO escalated this matter - s. 47F(1)</p>
s. 47F(1)	<p>s. 47F(1)</p> <p>s. 47F(1)</p> <p>s. 47F(1)</p> <p>The matter was escalated to the Department and advice was given to s. 47F(1) to advise s. 47F(1) and it would be escalated appropriately to the Department. SRO also provided s. 47F(1) with a Form 424A to provide to s. 47F(1) with advice that they could request the desired information through FOI. s. 47F(1) was advised to follow their usual protocol s. 47F(1) SRO contacted s. 47F(1) on s. 47F(1) for an update and was advised that Program Manager s. 22(1)(a)(ii) talked with s. 47F(1) again at 4:50pm and advised that the matter was with the Department, and s. 47F(1)</p>

s. 47F(1)

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s. 47F(1)

- SRSS Operations and Support Team requested that s. 47F(1) Status Resolution contact s. 47F(1) to s. 47F(1)

- s. 22(1)(a)(ii), the s. 47F(1) Status Resolution Assistant Manager contacted s. 47F(1) by telephone, s. 47F(1), in the absence of s. 47F(1) Status Resolution Officer s. 22(1)(a)(ii) s. 22(1)(a)(ii) informed s. 47F(1) of the Department's expectations, s. 47F(1)

During this telephone conversation s. 47F(1) was placed on the phone call without the Department's knowledge. Once s. 22(1)(a)(ii) identified that the call had been passed onto another person and learned s. 47F(1) was on the phone, s. 22(1)(a)(ii) tried to de-escalate the situation s. 47F(1)

After the phone call, s. 22(1)(a)(ii) then requested s. 47F(1) The details of the phone call and what transpired were all escalated in writing to the relevant areas, immediately after the event.

- Following this phone call, s. 47F(1) Status Resolution received a call from s. 47F(1) raised the issue of the Department's breach of duty of care when engaging with the minor s. 47F(1).

- At 4:15 PM, an email was received by the Department from s. 47F(1)

- At 7:54 PM, s. 47F(1) has sent an email to the ABF Commissioner s. 47F(1) relating to s. 47F(1) perceived breached of duty of care by the department. s. 47F(1) copied in Chief of Staff s. 22(1)(a)(ii) s. 47F(1) and s. 22(1)(a)(ii) from s. 47F(1)

s. 47F(1)

- s. 47F(1)

s. 47F(1) notified at 11.20am that s. 47F(1)

. The Department was

- s. 47F(1) provided the Department with a letter from s. 47F(1)

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- s. 47F(1)
- s. 47F(1) received a phone call from s. 47F(1)
 - At 4:45pm, s. 47F(1) Status Resolution spoke on the phone with s. 47F(1)
 - s. 47F(1)
 - At 10:20am, a phone call was received by s. 47F(1) Status Resolution from s. 47F(1)
 - At 11:46am, s. 47F(1) Status Resolution received an email from s. 47F(1) also cc'd s. 22(1)(a)(ii) into this email.
 - At 2:13pm, s. 47F(1) notified the Department that s. 47F(1)
 - At 3:23pm s. 47F(1) notified the Department that s. 47F(1) have left the property. s. 47F(1)
 - At 4:05pm s. 47F(1) sent an email to s. 47F(1) Status resolution cc'ing s. 22(1)(a)(ii) stating s. 47F(1)
 - s. 47F(1)
 - s. 47F(1) Status Resolution attempted to contact s. 47F(1) to advise s. 47F(1) . Some attempts were made by s. 47F(1) contact s. 47F(1) Status Resolution, s. 47F(1)
 - At 7:17pm s. 47F(1) Status Resolution responded to s. 47F(1)
 - s. 42(1)

s. 47F(1)

- At 11:22am, s. 47F(1) [REDACTED]
- At 12:03pm, s. 47F(1) [REDACTED]
- At 1:15pm, s. 47F(1) Status Resolution received a call from s. 47F(1) and was advised that they have notified s. 47F(1)
- At 3:36pm, s. 47F(1) was sent an email to request that s. 47F(1) be informed that s. 47F(1)
Copied in to the email were s. 47F(1)
- At 4:12pm, s. 47F(1) sent the Department s. 47F(1)

From: s. 22(1)(a)(ii)
To: [SRSS Placements Bands 2-3](#)
Cc: s. 22(1)(a)(ii)
Subject: s. 47F(1) and family - s. 47F(1) [DLM=For-Official-Use-Only]
Date: s. 47F(1) 2:47:47 PM
Attachments: s. 47F(1)

For-Official-Use-Only

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

Apart from the discussion notes sent by Sneha in the attached email, please note that:

- the s. 47F(1) SRO has identified s. 47F(1) on s. 47F(1) as the person they were speaking with when the call was initiated to discuss the family's concerns regarding the temporary relocation request. At no time has s. 47F(1) informed the department that s. 47F(1) is passing the phone to s. 47F(1) who is s. 47F(1) or that the officer was being placed on speaker s. 47F(1).
- The SRO **strongly denied** that she told s. 47F(1) that it was their 'mother's' mistake s. 47F(1).
- Once known or identified that the call have been passed on to someone else, the s. 47F(1) SRO tried to identify who the responder is and when known it was a minor child tried to de-escalate s. 47F(1)

Happy to discuss further.

Sincerely

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

Acting Assistant Director | s. 47F(1) Status Resolution - Complex Cases
Status Resolution Network | Immigration Integrity and Community Protection Division
Immigration and Settlement Services Group
Department of Home Affairs
p s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii)
Section E s. 47E(d)

For-Official-Use-Only

From: s. 47E(d)
Sent: s. 47F(1) 9:31 AM
To: s. 22(1)(a)(ii)
Cc: s. 47E(d) s. 22(1)(a)(ii)
Subject: s. 47F(1) and family - s. 47F(1)
Importance: High

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