



Australian
BORDER FORCE

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Incident Reporting Guideline

New Release v4.0

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Incident Reporting Timescales

MINOR INCIDENTS	Must be reported on Portal within 24 hours
MAJOR INCIDENTS	Must be verbally reported to DIBP within 1 hour, with a written report submitted on Portal within 6 hours of the Department being verbally informed
CRITICAL INCIDENTS	Must be verbally reported to DIBP immediately (within 30 mins), with a written report submitted within 4 hours of the Department being verbally informed

Incident Reporting Guideline

The Incident Reporting Guideline v3.0 is a document which has been jointly developed with various stakeholders within the department, as well as with Serco representatives, to provide guidance to both DIBP and Serco staff within the detention network so that recordkeeping in the Portal is of the highest possible quality.

The purpose of this guideline is to provide support and clarity to enable the consistent recording of incidents specifically to the Summary, ParticipationType and Incident Detail fields in CCMDS (Service Provider) Portal.

Representatives from a range of business areas across the Australian Border Force, together with Serco, jointly developed the Incident Reporting Guideline including the definitions for use with Incident Reporting in the CCMDS Portal.

Note: On 16 October 2013 the Minister for Immigration and Border Protection advised that the term “detainee” would be used in lieu of “client” for all persons held in onshore detention facilities.

Information for DIBP Staff

The Department is committed to providing a safe environment for staff, detainees and the public. However, incidents do happen in the detention network. Effective planning and reporting is aimed at minimising risks to staff and others and will assist staff to respond appropriately and in a timely and coordinated manner to such incidents.

The response to, and future management of, incidents rely on accurate, consistent, clear and timely information. The quality of the information in an Incident Report (IR) is essential for the interpretation, analysis and response to incidents. In turn, this analysis will facilitate reporting of those incidents to the Minister and other stakeholders.

The Department has a number of recordkeeping policies and guidelines that specify departmental recordkeeping expectations of all staff, including service providers, across a variety of settings. TRIM record number ADD2007/536380 and Serco Control of Records PPM provide an overview of departmental requirements in respect to recordkeeping by the detention service provider (DSP).

In accordance with the current DSP contract conditions, the DSP is required to implement recordkeeping business processes that meet departmental recordkeeping requirements (see: DSP Contract clause 48 - Records Management and Schedule 2, Section 7, 5 Records Management).

All DSP Officers are responsible for:

- keeping records of decisions made, in accordance with Commonwealth legislation and the Australian Public Service Code of Conduct
- deciding whether a given document or object should be a record
- creating records in a timely manner so that DSP and departmental staff reliant on this information have access to it when they need it – in the short, medium and long term
- attaching supporting documents, as evidence, in the Portal so they become retrievable records from the corporate memory.

Information for Serco Staff

Reports are an ongoing and permanent record of incidents. The manner in which they are written and expressed will reflect on the professionalism of you, and of Serco more generally.

As a record of an event, any IR or other internal reports you prepare may be reviewed by third parties, or scrutinised in legal proceedings. They may become public documents. Even if an incident does not at first appear to be significant, if a detainee at a later date becomes involved in a serious incident any previous reports involving the detainee may be relevant to legal proceedings. Hence, you may be held to explain comments in a report, and they can be legally damaging.

This guide is intended to assist you when writing reports. It sets out some suggestions for you to reflect upon when writing a report such as the following (Please see next page):

DO

- Consider your audience and keep the report factual, accurate, objective and neutral.
- Be clear, use plain English and check spelling.
- Present the facts in an organised manner (for example, as they occurred).
- Use full sentences.
- Have a new sentence for each idea/topic.
- Use short paragraphs (3 or 4 sentences at most).
- Re-read the report to ensure nothing in the 'DON'T' list is included and to ensure clarity – a test might be, would the report be understood by someone who has never worked at an Immigration Detention Facility (IDF)?
- Provide as much information as possible.
- Include details of contact with DIBP and IHMS/triage.
- Include names of all staff (Serco, DIBP and IHMS) and detainees involved or present.
- Say what support is being given to the detainee (now and ongoing).
- Use quotation marks (“”) and direct quotes where possible.
- Note any inconsistencies between different detainees' explanations.
- Be consistent in language and standardise time and date formats – e.g. always state the time and date using 24 hour time and a date format of [Day / Month / Year].

DON'T

- Make criticisms or come to conclusions about the reason for an incident.
- e.g. “The DSO did not notify DIBP because she has not received any training”.
- Make comments that could be interpreted as suggesting the incident was not taken seriously.
- e.g. “it appeared to officers as if this was all a joke”
- Use abbreviations or acronyms without explaining them.
- Use slang or shorthand.
- Use convoluted or long sentences, where they can be broken up into shorter ones.
- Try to 'fix' or explain any inconsistencies.
- Use words with a double meaning.

GENERIC REQUIREMENTS TO ALL INCIDENT REPORTING

Participation Type Definition

Ensure when entering participants the correct Participant Type is selected.

- Alleged Offender** - person allegedly committing the incident.
- Alleged Victim** – person subject of the incident (including all Self Harm and Food / Fluid Refusal incidents).
- Witness** – person who witnessed the incident.
- Involved** – person whose role in the incident cannot be ascertained at the time of creating the report.

Incident Details – What to include:

The Incident Details must include the exact details of what occurred. As a minimum your report should contain, but not be limited to, the following details:

Who

- Details of all staff and detainees involved in the incident. What was their role and what did they do?
Note: all staff involved must be detailed, including staff who cannot be found in Portal. The fact that they cannot be located in Portal must be noted in the detail as an explanation for why that individual is not linked as a participant.
- Details of all persons notified. Who (name and role) was notified and by whom (name and role)?
- Details of all external agencies notified, with reference numbers included if available. Who notified them and what was their response (action etc)?
- All other agency involvement (Police/Family Services/Ambulance/Education providers/Fire Services etc) MUST be recorded in the “Agencies Alerted” tab.

What

- Details of exactly what transpired during the incident.
- What started / prompted the incident.
- What actions were taken and by whom, including but not limited to;
 - Staff response to manage the incident, including any information provided to detainees (reminded of Code of Conduct, staff management tactics explained etc).
 - If force was used, details of this – it is not acceptable to state “Force was used to...” Rather, you should state exactly what occurred, e.g. “The detainee was restrained using approved Use of Force techniques, wherein DSO Smith placed the detainee’s left arm in a straight arm lock in order to...”.
 - Note if incident was captured on facility closed circuit television (CCTV).

- Record any actions by external agencies (transport number, agencies alerted, etc).
- Detainee reaction and management of this.
- Details of any evidence obtained and where it has been stored / how it has been logged.

When

- The time each part of the incident happened.
- The times of all key events in the incident.
- Time of notifications to relevant stakeholders.
- Time of attendance by external agencies.
- Use of force / restraints, including the time of removal of restraints – even if the incident report (IR) must be updated to include this information.

Where

- The specific physical location of each part of the incident.

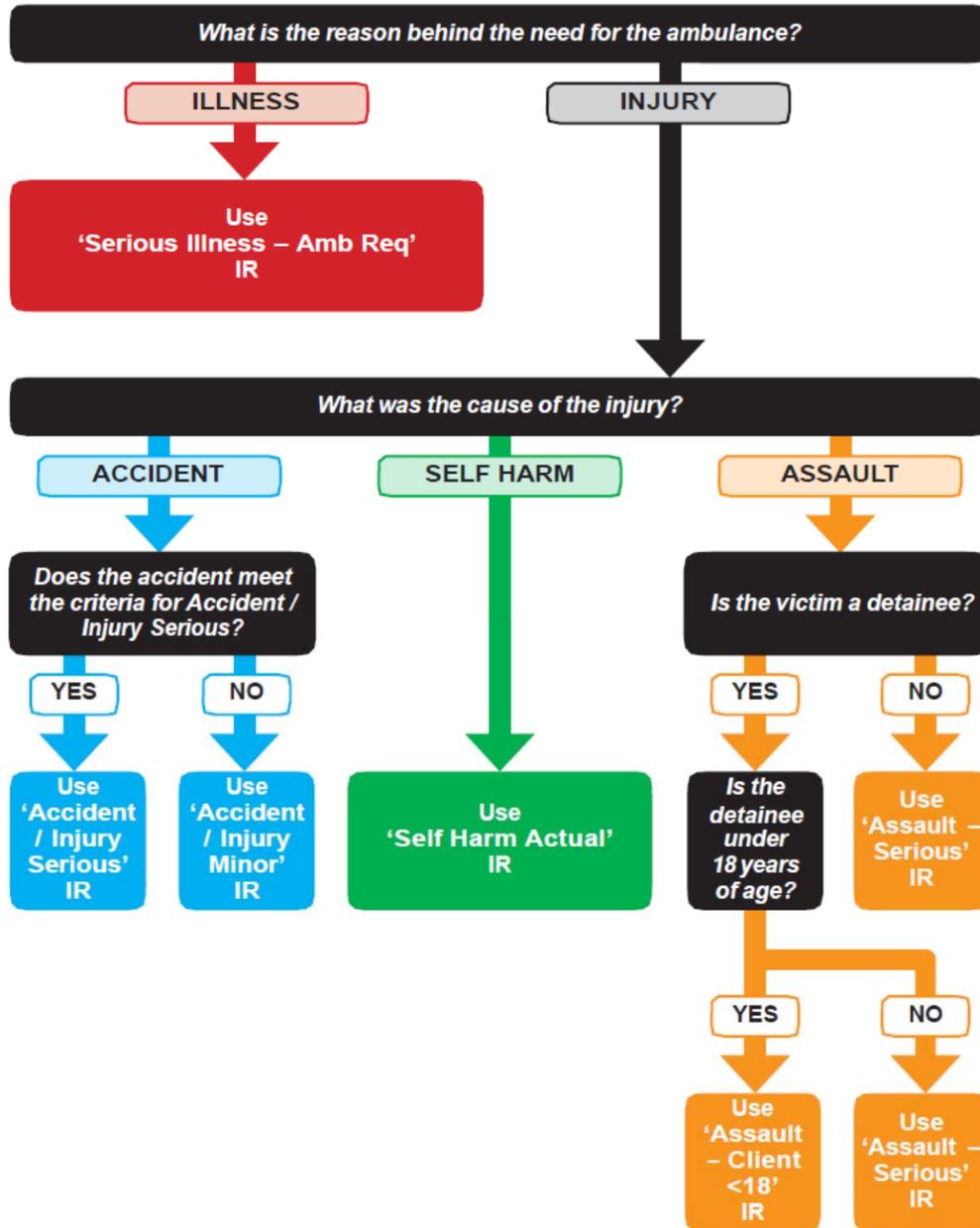
Why

- Any information available relating to the causal factors of the incident.

Notes

1. Ensure you have selected the correct Incident type before saving the incident on the Portal, if unsure contact your Line Manager.
2. Update the incident details as necessary and once finalised **CLOSE** the incident on the Portal.
3. Related IRs must be linked.

Ambulance Reporting



Notes applicable to Accident / Injury, Assault & Self Harm IRs:

- Ensure 'Ambulance' is mentioned in Summary field.
- Complete the 'Agencies Alerted' tab with Ambulance (and any other agency) details.

ABUSIVE / AGGRESSIVE BEHAVIOUR

MINOR INCIDENT

Definition

Any person in an immigration detention environment who displays abusive or aggressive behaviour towards another person.

Incident Summary suggested wording

[X person] displayed [X behaviour] towards [Alleged Victim].

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

Detainee displayed abusive behaviour by shouting at a Serco staff member.

KEY WORDS

Serco staff member	Case Manager	DIBP staff member	IHMS staff member
Member of the public	Police Officer Contractor	Detainee/s	Stakeholders
Family Member			

Definition

A minor injury or health impact with some medical treatment administered to a detainee, visitor, contractor or other person (excluding Serco staff or subcontractors), not covered by Accident/Injury - Serious.

Incident Summary suggested wording

[X person] sustained injury [brief detail] through [brief outline of circumstance] requiring [X action].

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

Detainee slipped on pathway and sustained a minor abrasion to left knee. First aid administered by Serco staff.

Notes

Injuries to Serco staff and subcontractors do not require an IR but must be reported through internal reporting mechanisms and through Assure. Do not complete this IR for injuries to Serco staff, however ensure the HSE site representative is aware of any incidents, in order, for example, that ComCare reporting requirements can be satisfied to DIBP for applicable incidents.

This IR is relating to the severity of the accident / injury. In this context, 'minor' does not refer to the age of the person involved.

If there is a reasonable suspicion that the detainee inflicted the injury upon themselves intentionally, Serco must complete the Self Harm – Actual IR, rather than Accident / Injury. For example, if a detainee bangs his head against the wall in frustration, this is not accident / injury.

KEY WORDS

Case Manager	DIBP staff member	IHMS staff member	
Member of the public	Contractor	Detainee/s	Other Stakeholders

ACCIDENT / INJURY - SERIOUS

MAJOR INCIDENT

Definition

Any accident / injury suffered by any person which falls within the definition of Serious Injury in the Workplace Health and Safety (WHS) Act 2011:

- immediate treatment as an in-patient in a hospital.
- immediate treatment for the amputation of any part of the body.
- a serious head injury.
- a serious eye injury.
- a serious burn.
- the separation of skin from underlying tissue.
- a spinal injury.
- the loss of a bodily function.
- serious lacerations.
- medical treatment within 48 hours of exposure to a substance.

Incident Summary suggested wording

[X person] sustained injury [brief detail] through [brief outline of circumstance] requiring [X action].

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

Detainee fell during soccer game and appeared to lose consciousness. Taken offsite by ambulance.

Notes

Injuries to Serco staff and subcontractors do not require an IR but must be reported through internal reporting mechanisms and through Assure. Do not complete this IR for accidents / injuries to Serco staff, however ensure the HSE site representative is aware of any incidents, in order, for example, that ComCare reporting requirements can be satisfied to DIBP for applicable incidents.

KEY WORDS

[X action] Ambulance Emergency Hospital [X person] Case Manager

DIBP staff member IHMS staff member Member of the public Contractor

Detainee/s Other Stakeholders

Definition

An allegation or reasonable suspicion of assault in an immigration detention environment on a detainee under the age of 18.

Incident Summary suggested wording

[X person] assaulted [X person] by (describe the action(s) which constituted the assault) which resulted in [X effect].

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

Detainee assaulted detainee < 18 by pushing him in the back with both hands as a result of a disagreement, causing no physical injury.

Notes

- Details of any Police involvement should be included in the IR.
- If the alleged victim is related to the alleged offender, the summary must state 'family member.'
- All allegations of assault against a minor should be reported to the relevant State or Territory child protection agency. Serco's *Incident Reporting and Working with Families and Minors* Policy and Procedure Manuals provide further guidance on reporting.

KEY WORDS

[X effect]	Ambulance	Police	Hospital	No physical injury	[X person]
Family member	Serco staff member	DSP	Case Manager		
DIBP staff member	IHMS staff member	Member of the public	Contractor		
Detainee/s	Other Stakeholders				

Definition

A common assault perpetrated by a person against another person within an immigration detention environment which causes minor or no physical injury. Includes verbal assault, threats of assault, push and shove with no injury as well as obscene conduct (nudity etc) and/or behaviour that leads a person to believe that an assault on them is imminent.

Incident Summary suggested wording

[X person] assaulted [X person] by (describe the action/s which constituted the assault) which resulted in [X effect].

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

Detainee assaulted another detainee by pushing him in the back with both hands as a result of a disagreement, causing no physical injury.

OR

Detainee verbally assaulted DIBP staff member by threatening to punch him. No physical contact made.

Notes

- Injuries to staff are required to be reported under Workplace Health and Safety (WHS) Act 2011 requirements. Minor assaults (as per the legislation in the various jurisdictions) are known as ‘Common’ or ‘Simple’ assaults. These types of assaults include minor assaults such as a push or an action that involves ‘contact’ between the two parties but results in no visible or very minor injury/discomfort. The need for medical treatment may be (a) not required, (b) first aid or (c) minor medical treatment. Law enforcement commonly refers to these assaults as ‘technical assaults.’
- If the alleged victim is related to the alleged offender, the summary must include the words ‘family member.’
- In this context ‘minor’ refers to the severity of the assault, not the age of the victim.

KEY WORDS

Serco staff member	DSP	Case Manager	DIBP staff member
IHMS staff member	Member of the public	Police	Ambulance
Contractor	Detainee/s	Other Stakeholders	Visitor
			Family member

ASSAULT - SERIOUS

MAJOR INCIDENT

Definition

An assault perpetrated by a person against another person in an immigration detention environment which causes significant physical injury.

Incident Summary suggested wording

[X person] assaulted [X person] by [X action]. [Brief detail] injuries sustained. Consequence to alleged offender.

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

Detainee head butted by another detainee, causing suspected broken nose. Police called.

Notes

- Details of Police involvement should be included in the IR.
- If the alleged victim is related to the alleged offender, the summary must include the words 'family member.'

KEY WORDS

Serco staff member	DSP	Case Manager	DIBP staff member
IHMS staff member	Member of the public	Police	Ambulance Contractor
Detainee/s	Other Stakeholders	Visitor	Family member

Definition

An allegation or reasonable suspicion of sexual assault within an immigration detention environment.

Incident Summary suggested wording

[X person] sexually assaulted [X person] by [X action]. Consequence to alleged offender.

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

Detainee sexually assaulted another detainee by placing their hands on the detainee's bottom. Police called.

Notes

- All allegations of sexual assault must be reported to the Police as soon as practicable. Details of any Police involvement must be included in the IR.
- Any unwanted sexual attention, including but not limited to touching, kissing, and sexually inappropriate behaviour (including words) can be considered a sexual assault.
- If the alleged victim is related to the alleged offender, the summary must state 'family member.'
- Legislation in New South Wales, Victoria, Western Australia, South Australia and the Northern Territory makes it an offence for a person to engage in sexual interactions with a person aged 16 or 17 years if the young person is under his or her special care or supervision, irrespective of the age of consent. A person in a supervisory role providing "special care" may include: a teacher, foster parent, religious official or spiritual leader, a medical practitioner, an employer of the child or a custodial official.
<http://www.aifs.gov.au/cfca/pubs/factsheets/a142090>
- All allegations of sexual assault against a minor should be reported to the relevant State or Territory child protection agency. Serco's *Incident Reporting* and *Working with Families and Minors* Policy and Procedure Manuals provide further guidance on reporting.

State / Territory	Age of consent
NT	16
QLD	16*
NSW	16
ACT	16
SA	17
VIC	16
TAS	17
WA	16

(*18 for anal sex)

KEY WORDS

Family member Serco staff member DSP Case Manager
DIBP staff member IHMS staff member Member of the public Contractor
Detainee/s Other Stakeholders Visitor

Community Detention (CD) Incident Reports

CD Abscond – Confirmed
CD Abscond – Suspected
CD Client Transfer – Not Arrived
CD Client Transfer – Not Met
CD Medical

Serco staff must not use these incident reports. They are for Community Detention.

Please find the relevant Serco appropriate IR.

If a CD report is created, please contact DIBP to have the incident set to 'created in error'.

Definition

Any detainee is denied information from their dossier by a Serco staff member.

Incident Summary suggested wording

Detainee has been denied information from their dossier.

Example Incident Summary wording

Detainee has been denied information from their dossier.

Notes

- The reasons for the denial and the details of the Serco staff member who made the decision to refuse access, must be included in the incident detail.

CLIENT <18 TAKEN WITHOUT CONSENT

CRITICAL INCIDENT

Definition

Detainee under the age of 18 is taken from immigration detention without consent from the detainee's guardian or delegated guardian.

Incident Summary suggested wording

UAM client is taken from [x place] without DIBP consent.

Example Incident Summary wording

UAM detainee was taken from school by an unknown person without DIBP consent.

OR

UAM detainee was taken on an excursion by without DIBP approval.

Notes

- This incident should be used where an unaccompanied minor (UAM) has been taken from an immigration detention environment (including a facility, T&E task, excursion or school) without the delegated guardian's (DIBP) permission.
- This incident should cover all events where a minor is taken without permission from the delegated guardian (DIBP). This could include situations where approval has not been sought for an activity that the delegated guardian is likely to approve, for example a school excursion, or a kidnapping scenario, either from an immigration detention facility or from a school or excursion.
- If reporting a kidnapping situation, all details of emergency services notified must be included in the incident detail.

Definition

A complaint is received from a person regarding an incident which took place in an immigration detention environment.

Incident Summary suggested wording

Formal complaint received from [X person / agency] regarding [X incident]. Original IR [number] refers.

Example Incident Summary wording

Complaint received from detainee regarding power failure on 5th May 2012. IR 1-XXXXX refers.

Notes

- The IR for the original incident which is the subject of the complaint, must be linked to this IR. It is important to note the time and date the complaint was received, from whom and in what format the complaint was received (email, written letter, telephone etc).

Definition

Notification is received / evidence confirmed that a facility has a confirmed contamination.

Incident Summary suggested wording

[X contamination] confirmed by [X agency] on [date]. Brief outline of any emergency services attending the site.

Example Incident Summary wording

Water contamination confirmed with high levels of copper by local water utility on 05/06/2012.

Notes

- Report of the contamination, how confirmed, areas / staff / detainees affected, planned course of action must all be included in the IR either upon initial creation or through update.

CONTRABAND BROUGHT IN BY VISITOR

MINOR INCIDENT

Definition

Any item which is excluded or controlled in immigration detention facilities, is brought in by a visitor.

Incident Summary suggested wording

[X article] brought in by a [X type of visitor]. Brief outline of any consequences.

Using **KEY WORDS** in the Summary field of the IR for [X article] & [X type of visitor] will assist in the collection of reportable data.

Example Incident Summary wording

A cigarette lighter was brought in by a social visitor into the IDF.

Notes

- Report of the item, any action taken and preventative measures put in place to mitigate future risk must be included in the IR. The visitor is to be advised of the action taken and why.

KEY WORDS

[X type of visitor] Legal	Social	Member of the public	Police
[X article] Suspected illegal substance		Drug paraphernalia	
Weapon	Pornography	Currency	Identity documents

CONTRABAND FOUND

MINOR INCIDENT

Definition

Any excluded, controlled or illegal item is found within any part of the facility.

Incident Summary suggested wording

[X article] found in [X location].

Using **KEY WORDS** in the Summary field of the IR for [X article] will assist in the collection of reportable data.

Example Incident Summary wording

Drug paraphernalia (a syringe) was found in the common area in 123 residence area.

Notes

If the Police were notified, include details in the IR.

Details of the item, the location (include the room and occupants if applicable), how it was found (e.g. during a fabric check, target search etc), who found it, and any detainees or visitors in the immediate area must be included in the IR. If the item is a weapon or a tool for escape and a detainee can be definitively identified as responsible, do not complete this IR but complete 'Weapon – Client in Possession' or 'Escape – Tools in Possession.' If no detainee or responsible person can be identified, complete this IR.

KEY WORDS

Suspected illegal substance Drug paraphernalia Weapon Pornography
Currency Identity documents

Definition

Damage caused to the facility which does not undermine the safety and security of the facility, detainees or staff members.

Incident Summary suggested wording

[X damage] sustained to [part of facility] by [alleged offenders].

Example Incident Summary wording

Graffiti found on outside wall of classroom. Responsible parties unknown.

OR

Upholstery ripped on chair in visitor area. Visitor believed to be responsible for damage.

Notes

If identified, alleged offenders must be logged as participants.

DAMAGE - SERIOUS

MAJOR INCIDENT

Definition

Damage caused to the facility which has the potential to harm an individual or to affect the safety and security of the facility or any individual within it. Damage to any of the security systems. Fire, no matter how small.

Incident Summary suggested wording

[X damage] sustained to [part of facility] by [alleged offenders].

Using **KEY WORDS** in the Summary field of the IR for [X damage] will assist in the collection of reportable data.

Example Incident Summary wording

Hole cut in internal perimeter fence found. No perpetrators identified. Urgent maintenance request submitted.

Notes

- If perpetrators can be identified, include details and also details of any Police involvement.

KEY WORDS

Broken window/glass

Fire

Fence

Door

Gate

Lock

Definition

A suspected or confirmed death of any person occurring within the detention facility (including temporary APODs), regardless of status (detainee, staff, contractor, DIBP, IHMS etc). Also includes death of any person while on an escort or an excursion.

Incident Summary suggested wording

[X person] found in [X state]. Whether first aid administered. Emergency services contacted.

OR

[X person] pronounced dead by [X person] at XXXX hrs local time.

Example Incident Summary wording

Detainee found unconscious in his room with no obvious signs of life. CPR administered and emergency services contacted.

OR

Detainee pronounced dead by Liverpool Hospital at 0135 hrs local time.

Notes

- IR must be updated with time of death confirmed.
- If an individual is showing no obvious signs of life apparently as a result of self harm, accident / injury or assault, the relevant IR must be completed and this IR should be open once death is confirmed.

Definition

Demonstration about issues relating to immigration detention, held by persons in the community at an immigration detention facility.

Incident Summary suggested wording

[Approximate size of protest] is occurring on / at [Street name / location].

Example Incident Summary wording

40-50 people demonstrating peacefully on Miowera Road outside Villawood IDC.

Notes

- Emergency services attendance / action should be noted in the IR.
- Details of any Police involvement should be included in the IR.

Definition

Passive demonstration held by detainees which does not result in a disturbance of any nature.

Incident Summary suggested wording

[X number of detainees] involved in [X protest].

Example Incident Summary wording

5 detainees protesting with a placard near the external perimeter fence.

Notes

- If an active demonstration is underway, use the appropriate 'Disturbance' IR and link the IRs. Details of any Police involvement must also be noted in the incident detail.

DISTURBANCE - MAJOR

MAJOR INCIDENT

Definition

Any active concerted indiscipline occurs, resulting in damage to property and / or to the safety and security of any persons, including all roof climbs. Disrupts the routine and good order of the facility and may result in the opening of the command suite.

Incident Summary suggested wording

[X number of detainees] involved in [X activity].

Example Incident Summary wording

Approximately 30 detainees fighting in Lilac compound.

Notes

- May require linking to other IRs.
- All emergency services involvement must be included in the incident detail.
- This IR must not be used as the default option when no other category is suitable.

Definition

An incident which interrupts the peaceful environment of the facility and that exceeds 'abusive / aggressive behaviour' but does not warrant the opening of the command suite. Multiple people may be involved. May result in minor damage to property.

Incident Summary suggested wording

[X number of detainees] involved in [X activity] which required [X response].

Example Incident Summary wording

3 detainees arguing over access to telephones. All detainees counselled by staff.

Notes

- This IR must not be used as the default option when no other category is suitable.

ESCAPE

CRITICAL INCIDENT

Definition

An unapproved departure from an immigration detention environment.

Incident Summary suggested wording

[X number] Detainee(s) escaped by [method of escape]. (If applicable: Detainee was apprehended after [X distance / time]).

Example Incident Summary wording

Detainee escaped by climbing the external perimeter fence of the Fowler Compound.

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Notes

- All incidents where detainees escape but are apprehended prior to making good their departure (for example, breach the perimeter of the facility but are apprehended on the street), must still be reported as escapes. Where the detainee does not succeed in departing detention at all, use the 'attempt' IR.
- If the detainee was apprehended, this must be noted in the summary field.

KEY WORDS

Apprehended

Definition

Any attempt by a detainee to escape from immigration detention in any facility or escort / excursion.

Incident Summary suggested wording

[X detainee(s)] attempted escape by [X means].

Example Incident Summary wording

A detainee attempted escape by trying to walk out with their visitors.

OR

A detainee attempted escape by scaling the perimeter fence, however was apprehended prior to leaving the facility.

OR

A detainee attempted to escape the control of escorting officers but was unsuccessful (note; if the detainee got out of immediate reach of escorting officers, this is considered a successful escape, NOT an attempt, even if the individual was subsequently apprehended).

Notes

- Serco is not in a position to assess a detainee's motivation or intent; if an individual leaves a facility to retrieve a soccer ball, this is still classed as an escape.
- An attempted escape from a low security establishment must prompt Serco to implement risk mitigation strategies where possible. Serco must also, where appropriate, provide recommendation to DIPB that the detainee be relocated to a more secure environment.

Definition

Any detainee is found to be in possession of tools which could enable / assist in securing their escape from the IDF, which have been concealed about their person or in their room. This might include but is not limited to; rope, torch, hooks, maps, public transport timetables.

Incident Summary suggested wording

Detainee is found in possession of [X article].

Example Incident Summary wording

Rope made from torn and tied together bed sheet found in detainee's bedroom.

Notes

- If a tool is found but ownership cannot be ascertained, create a 'contraband found' IR.

FAILURE – IT SYSTEMS

MINOR INCIDENT

Definition

Failure of Serco's IT systems for a period of 6 hours or more. Any failure of detainee internet access. Does not include Portal.

Incident Summary suggested wording

[X system] not functioning for [X period of time].

Using **KEY WORDS** in the Summary field of the IR assist in the collection of reportable data.

Example Incident Summary wording

Detainee internet down for 7 hours.

Notes

Any failure of detainee internet access must be recorded, regardless of duration of failure.

KEY WORDS

Detainee internet

Serco IT

Scheduled

FAILURE - POWER

MAJOR INCIDENT

Definition

Failure of mains systems power or failure of back up systems in event mains system fails.

Incident Summary suggested wording

Power failure to [X area] of the facility.

Example Incident Summary wording

Power failure to ABCD compound for 1 hour.

Definition

Where any electrical security system fails to operate properly; this includes but is not limited to fence alarms, duress alarms, microphonics, closed circuit television cameras (CCTV). IR also appropriate for key / lock compromise.

Incident Summary suggested wording

[X system] is not operating properly when tested.

Using **KEY WORDS** in the Summary field of the IR for [S system] will assist in the collection of reportable data.

Example Incident Summary wording

Closed circuit television cameras (CCTV) in ABCD compound not operating properly when tested.

Notes

- Incident detail must include the suspected cause (fire, storm, flood etc), contingency planning to mitigate risk and be updated to include details of cause of fault, once identified.

KEY WORDS

Fence alarm Duress alarm Microphone CCTV camera Security system
Key Lock

Definition

Failure of sewerage or water supply systems.

Incident Summary suggested wording

[X system] failed owing to [X cause (if known)] causing [X effect].

Example Incident Summary wording

Water system failed owing to burst pipe, causing no water to ABCD compound.

Notes

- Incident detail must contain:
 - How failure was discovered.
 - Planned rectification action.
 - Contingencies in place.

Definition

A detainee fails to consume 3 meals in a 24 hour period and confirms and/or does not deny they are pursuing Food / Fluid Refusal.

Incident Summary suggested wording

Detainee claims to be pursuing FFR.

OR

Detainee has not taken 3 meals in a 24 hour period and confirms he is pursuing FFR.

Example Incident Summary wording

Detainee claims to be pursuing FFR.

OR

Detainee has not taken 3 meals in a 24 hour period and confirms he is pursuing FFR.

Notes

- If more than one person commences Food/Fluid Refusal at one time, a separate IR must be logged for each individual. It is not acceptable to create one IR and link all participants.
- The participation type of the individual pursuing Food/Fluid Refusal must be logged as 'alleged victim,' not 'involved.'
- The IR must be closed when the Food/Fluid Refusal ceases.
- The IR should be updated every 24 hours until the detainee confirms cessation of the protest or the detainee is observed eating 2 meals in a 24 hour period. The detainee should be asked their motivation, and their response noted in the IR.

Definition

A detainee under the age of 18 years fails to consume 3 meals in a 24 hour period and confirms and/or does not deny they are pursuing food/fluid refusal.

Incident Summary suggested wording

A detainee under the age of 18 claims to be pursuing FFR.

OR

A detainee under the age of 18 has not taken 3 meals in a 24 hour period and confirms he is pursuing FFR.

Example Incident Summary wording

A detainee under the age of 18 claims to be pursuing FFR.

OR

A detainee under the age of 18 has not taken 3 meals in a 24 hour period and confirms he is pursuing FFR.

Notes

- If more than one person commences Food/Fluid Refusal at one time, a separate IR must be logged for each individual. It is not acceptable to create one IR and link all participants.
- The participation type of the individual pursuing Food/Fluid Refusal must be logged as 'alleged victim,' not 'involved.'
- The IR must be closed when the Food/Fluid Refusal ceases.
- The IR should be updated every 24 hours until the detainee confirms cessation of the protest or the detainee is observed eating 2 meals in a 24 hour period. The detainee should be asked their motivation, and their response noted in the IR.

Definition

Confirmation received from a health professional that a detainee is suffering from food poisoning.

Incident Summary suggested wording

Confirmation received from IHMS of food poisoning affecting [X number of detainees].

Example Incident Summary wording

Confirmation from IHMS that 2 detainees in ABCD are suffering from food poisoning.

Notes

- All participants must be logged as 'alleged victims.'

Definition

Any person is held against their will by any other person within an immigration detention environment.

Incident Summary suggested wording

[X person] is holding [X person] against their will in [X location]. Emergency services contacted.

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

A detainee is holding a Serco staff member against their will in Smith building, room 1. Emergency services have been notified.

Notes

- The incident detail must include the planned response (such as, First Response Negotiator engaging with detainee).
- Details of the negotiator must be included in the IR as must those of the alleged offender(s) and victim(s).
- The incident detail must include time and details of emergency services notification, as appropriate.
- Any Police involvement and subsequent actions are to be noted in the IR.

KEY WORDS

Serco staff member Serco ERT DSP Case Manager DIBP staff member

IHMS staff member Member of the public Police Ambulance

Contractor Detainee/s Other Stakeholders Negotiator

Definition

Industrial action by Service Provider staff and/or subcontractors, which does not interrupt service delivery.

Incident Summary suggested wording

[X number of staff] involved in [X industrial action].

Example Incident Summary wording

4 staff on rostered days off are protesting outside the facility in reference to proposed shift changes.

Notes

- Any staff involved who are on the Portal should be linked as participants. Participation should be noted as “involved”

Definition

Industrial action by Service Provider staff, or sub-contractor that results in the withdrawal of labour from the facility, causing a significant impact to service delivery.

Incident Summary suggested wording

[X number of staff / subcontractors] involved in [X activity] impacting on [X services].

Example Incident Summary wording

All rostered day shift staff have withdrawn all labour at MIDC.

Notes

- Contingency plan details must be included in detail of IR.
- IR details should include the number of staff and service delivery impacts on the facility.

Definition

Media approach staff or detainees. This could occur on site, externally, on escort, excursion or by phone.

Incident Summary suggested wording

[X Agency] approach [X person] in [X situation].

Using **KEY WORDS** in the Summary field of the IR for [X person] will assist in the collection of reportable data.

Example Incident Summary wording

ABC camera crew approached 2 Serco staff members as they were leaving the facility.

Notes

- May be linked to 'Media – Unauthorised Presence' IR.

KEY WORDS

Serco staff member DSP DIBP staff member Detainees
Contractor Reporter Camera Filming Television

MEDIA - UNAUTHORISED PRESENCE

MAJOR INCIDENT

Definition

Any presence of media at or around an IDF unless previously sanctioned by both Serco and DIBP.

Incident Summary suggested wording

[Type of media] at [X location].

Using **KEY WORDS** in the Summary field of the IR for [Type of media] will assist in the collection of reportable data.

Example Incident Summary wording

3 television cameras believed to be from ABC network on Smith St outside the facility, filming through the fence.

KEY WORDS

Television

Camera

Reporter

Filming

NOTIFICATION BY WELFARE AUTHORITY

MAJOR INCIDENT

Definition

Notification received by Service Provider from an external welfare authority (government / school / Red Cross etc) regarding a concern about a detainee.

Incident Summary suggested wording

Notification from [X agency] regarding [X matter] received by.

Using **KEY WORDS** in the Summary field of the IR for [X agency] will assist in the collection of reportable data.

Example Incident Summary wording

Notification from local Primary School regarding welfare concerns about a detainee.

Notes

- This IR is NOT to be used for Serco notifying any other agency of any matter. This is solely about information received by Serco.
- The incident detail should include all action taken by Serco on receipt of the information.

KEY WORDS

Welfare Government Red Cross UNHCR School Doctor
Behaviour Health

OBS ROOM CLIENT <18 UNDER 24 HOURS

MAJOR INCIDENT

Definition

Detainee under the age of 18 placed in observation room (voluntarily or otherwise) for any period of time.

Incident Summary suggested wording

Detainee under the age of 18 placed in an observation room for [x reason].

Example Incident Summary wording

Detainee under the age of 18 placed in an observation room to facilitate a Police interview.

OR

Detainee under the age of 18 placed in an observation room to preserve their safety.

Notes

- This incident is intended to cover situations where a detainee under the age of 18 is placed in an observation room for any reason, including for behavioural or support related observations. This may be pre-approved or spontaneous.

Definition

A detainee claims that any of their property is missing.

Incident Summary suggested wording

Detainee claims to be missing [X article of property].

Example Incident Summary wording

A detainee claims to be missing his jacket, however there is no jacket on his property record.

Notes

- The claim should be cross referenced against the detainee's relevant property record in order to establish ownership of the item claimed to be missing. (For example, if the detainee claims to be missing 1 pair of black trousers, but this item does not appear on their property record, Serco cannot verify that the detainee ever had the item and as such is not responsible for it being missing).
- The detainee's room should be searched and the outcome logged in the IR. If the claim is made via a detainee complaint form, the IR 'Complaint re incident' should be completed and the two should be linked.

Definition

A detainee, visitor, staff member or contractor reports missing money.

Incident Summary suggested wording

[X party] claims to be missing [X amount] of [X currency].

Example Incident Summary wording

A visitor claims to be missing \$100 AUD from their locker.

Notes

- Currency is a controlled item in all facilities and as such, no detainee should be able to claim they have lost money within an IDF. If a complaint such as this is received, the detainee's expectations should be structured that as they were in possession of a contraband item and Serco cannot verify its presence, no reimbursement will be offered.
- If it is identified that a detainee's money is missing from their 'in trust' property, details of the investigation into the matter must be included in the IR.
- If money is located within the facility, link to Contraband Found IR.

Definition

Any incident medically diagnosed to cause a minor risk to public health.

Incident Summary suggested wording

Advice from [X agency] that there is [X public health risk] in the facility.

Example Incident Summary wording

Advice received from IHMS that 3 detainees have presented with lice.

Notes

- This IR should be created when notification is received by Serco from a qualified healthcare practitioner of an incident which could cause a minor risk to public health.

PUBLIC HEALTH RISK - SERIOUS **CRITICAL INCIDENT**

Definition

Any incident medically diagnosed to cause a serious risk to public health. For example, a detainee diagnosed with a serious highly contagious illness.

Incident Summary suggested wording

[X] public health risk identified by [X means].

Example Incident Summary wording

Advice received from IHMS that a detainee has been diagnosed with tuberculosis.

Notes

- This IR should be created when notification is received by Serco from a qualified healthcare practitioner of an incident which could cause a serious risk to public health.

REMOVAL - ABORTED

MAJOR INCIDENT

Definition

The scheduled removal of a detainee is not completed for any reason after the discharge process commences, including the detainee refusing to commence the property discharge process.

Incident Summary suggested wording

Removal of detainee aborted owing to [X reason].

Example Incident Summary wording

Detainee's removal aborted because of detainee's disruptive behaviour at the airport.

Notes

- Details of the events leading up to the decision to abort, who made the decision to abort and the detainee's reaction/behaviour must be included in the IR.

Definition

A loss of good order of such magnitude within the facility that staff have to be withdrawn from an area for their own safety. Public order is threatened.

Incident Summary suggested wording

[X number] of detainees involved in [X activity] resulting in withdrawal of staff from area. [Action being undertaken].

Example Incident Summary wording

Approximately 70 detainees rioting in ABCD Compound. Staff withdrawn from the area for their safety. Police have been notified. Serco Emergency Response Team is being deployed.

Notes

- If staff do not have to be withdrawn, use the classification 'Major Disturbance.'
- The name of the officer deciding to withdraw should be included in the IR, as should details of any emergency services involvement.

SELF HARM - ACTUAL

MAJOR INCIDENT

Definition

Any deliberate act of causing harm or injury to body tissue. This includes but is not limited to cutting, hanging, head banging, burning, severe scratching (so as to break the skin and bleed). Any attempt to cause self harm.

Incident Summary suggested wording

Detainee inflicted [details of injury] and attributed this to [X reason] (if given). Action taken.

Using **KEY WORDS** in the Summary field of the IR for [details of injury] will assist in the collection of reportable data.

Example Incident Summary wording

Detainee banged his head repeatedly against the wall in frustration at negative hand down. Detainee was semi-conscious and an ambulance has been called.

Notes

- If an accident occurs where there was no intent on the part of the detainee to harm themselves, do not use this IR.

KEY WORDS

Cutting	Hanging	Head banging	Burning	Severe scratching
Taking tablets	Overdose	Ambulance	Superficial	

SELF HARM - THREATENED

MAJOR INCIDENT

Definition

A detainee threatens but does not attempt or complete an act of self harm.

Incident Summary suggested wording

A detainee threatened to [X act] for [X reason].

Using **KEY WORDS** in the Summary field of the IR for [X act] will assist in the collection of reportable data.

Example Incident Summary wording

A detainee threatened to self harm by cutting his arm following a meeting with DIBP.

Notes

- If the detainee made any attempt to self harm, do not complete this IR; instead, complete 'Self Harm – Actual.'
- Include details of management plan / actions taken.

KEY WORDS

Cut	Hang	Bang	Burn	Scratch
Tablets	Overdose			

SERIOUS ILLNESS – AMBULANCE REQUIRED

MAJOR INCIDENT

Definition

An ambulance is requested owing to a person having a suspected serious illness.

Incident Summary suggested wording

Ambulance requested for [x person] [with x symptoms] OR [following advice from IHMS].

Example Incident Summary wording Ambulance requested for a detainee with chest pain. OR

Ambulance requested for a detainee who is ill, as per IHMS instruction.

Notes

- Detail must include:
 - name of triage person consulted / IHMS member requesting ambulance.
 - name of DIBP personnel notified.
- Illness of Serco staff and subcontractors do not require an IR but must be reported through internal reporting mechanisms and through Assure. Do not complete this IR for illness of Serco staff however ensure the HSE site representative is aware, in order, for example, that ComCare reporting requirements can be satisfied to DIBP for applicable incident.

Definition

A detainee is subjected to a full search.

Incident Summary suggested wording

Detainee suspected to have [X article] on their person. Detainee strip searched with DIBP approval, [X article] discovered on their person.

Example Incident Summary wording

Detainee suspected of having a knife on his person was strip searched by Serco staff, with DIBP approval. Knife retrieved.

Notes

- Approval must be sought from DIBP prior to the search being carried out.
- Only the Secretary or SES Band 3 officer can approve the strip search of a detainee over 18, and a court must approve the strip search of a detainee between 10 and 17 years of age. Strip search of a minor under 10 years is not permitted.
- All evidentiary support and the details of the DIBP staff member who granted permission must be included in the IR.
- Include full details of Serco officers and attach delegations (Ministerial Instrument) and training qualifications to the IR.
- Include details of any items found during the search, and actions taken with said items.

Definition

A detainee is found to have engaged in substance abuse which requires medical attention, confirmed by IHMS or other medical agency.

Incident Summary suggested wording

[X agency] confirms detainee has engaged in substance abuse behaviour.

Example Incident Summary wording

IHMS confirms 2 detainees have engaged in substance abuse behaviour.

Notes

- Detainee participation must be logged as “alleged victim”.

THEFT

MINOR INCIDENT

Definition

Any person alleges their property has been taken without their permission, by any other person.

Incident Summary suggested wording

[X person] claims to have [X item] stolen by [X person] (if known). Action taken.

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

A detainee claims to have seen another detainee enter his room and steal his belongings.

The matter is being investigated.

Notes

- If a detainee claims items in their possession have been stolen, Serco will not reimburse for items unless it can be proved that Serco is at fault.
- Serco must call the Police if appropriate, although it is acknowledged that charges may not be pursued.
- The matter must be fully investigated with Serco demonstrating that theft is not acceptable within IDFs.

KEY WORDS

Serco staff member DSP DIBP staff member Detainee
Visitor Contractor Member of the public

THREAT - BOMB, BIOLOGICAL, OR CHEMICAL

MAJOR INCIDENT

Definition

Information is received by any means that there is a bomb, biological, or chemical threat to the immigration detention environment.

Incident Summary suggested wording

[X threat] received by [X means] from [X party]. Action taken.

Example Incident Summary wording

Telephone call received from unknown individual by the main switchboard advising of a bomb in the visitor area. Area evacuated and emergency services contacted.

Notes

- This IR is applicable for any bomb threat, chemical threat or biological threat.

UHM Incidents

UHM Abscond
UHM Medical
UHM – Transfer – Not Met
UHM – Transfer – Not Arrived

Serco staff must not use these incident reports. They are for the Unaccompanied Humanitarian Minor Program.

Please find the relevant Serco appropriate Incident Report.

If a UHM report is created, please contact DIBP to have the incident set to 'created in error'.

USE OF FIRE EQUIPMENT / FALSE ALARM

MAJOR INCIDENT

Definition

Use of fire extinguishers or hoses or attendance of fire personnel.

Incident Summary suggested wording

[X equipment] used for [X] reason.

Using **KEY WORDS** in the Summary field of the IR for [X equipment] will assist in the collection of reportable data.

Example Incident Summary wording

Fire hose used to extinguish a fire in the dining room in ABCD compound.

Notes

- This includes instances of false alarms where the Fire Brigade has attended, such as automatic alarms triggered by burning toast or smoking.
- If a fire alarm is triggered by high humidity, burnt toast etc and the fire brigade does not attend, no IR is required.

KEY WORDS

Fire extinguisher

Fire hose

Fire blanket

Fire alarm

Fire brigade

USE OF FORCE

MAJOR INCIDENT

Definition

Any unplanned Use of Force by staff against a detainee, including the use of restraints. Also applies to any planned Use of Force where the detainee became non-compliant or was injured.

Incident Summary suggested wording

[Unplanned] use of force on detainee for [X reason].

Include whether instruments of restraint were used.

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data. Do not use the Key Word to refer to an action which did not occur as this will skew reporting data (for example, do not state 'Restraints not applied').

Example Incident Summary wording

Unplanned use of force used on a detainee to prevent assault on staff.

Notes

- IR must detail the circumstances and why approval was not sought.
- If a detainee or visitor uses force against any other person, do not use this IR; complete the appropriate 'Assault' IR.
- IR should be linked to other IRs as appropriate (for example, assault, self harm actual, attempted escape).
- Detainee participation in this IR should be logged as 'involved.'
- All use of force reports must be attached to the IR.
- Report must include details of the medical assessment offered to the detainee.
- As of 1 October 2015, the use of the Enhanced Escort Position (EEP) is no longer required to be reported on the CCMD Portal or verbally to the Department. Alternative reporting is conducted at a national level.

KEY WORDS

Unplanned Restraint Cuff

Definition

Where Use of Force is planned, including the application of restraints as a result of a Risk Assessment, and the detainee is compliant when Use of Force and / or restraints are applied, and the detainee was not injured.

Incident Summary suggested wording

[Planned] use of force on detainee for [X reason].

Include whether instruments of restraint were used.

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data. Do not use the Key Word to refer to an action which did not occur as this will skew reporting data (for example, do not state 'Restraints not applied').

Example Incident Summary wording

Planned use of force (mechanical restraints) used on a detainee during transport to a medical appointment.

Notes

- Details of the ABF staff member who gave verbal or written permission must be included in the IR, as well as the name of the Health Services Manager (HSM) consulted. Include reference to the closed circuit television (CCTV) recording.
- Do not use this category if Use of Force was unplanned, or the detainee was non-compliant, or the detainee was injured during the process. Instead, use the Use of Force (Major) category.
- If a detainee or visitor uses force against any other person, do not use this IR; complete the appropriate 'Assault' IR.
- IR should be linked to other IRs as appropriate (for example, assault, self harm actual, attempted escape).
- Detainee participation in this IR should be logged as 'involved.'
- All use of force reports must be attached to the IR.
- Report must include details of the medical assessment offered to the detainee.
- As of 1 October 2015, the use of the Enhanced Escort Position (EEP) is no longer required to be reported on the CCMD Portal or verbally to the Department. Alternative reporting is conducted at a national level.

KEY WORDS

Planned

Approved

Restraint

Cuff

Definition

A detainee is located in an observation room for more than 24 hours.

Incident Summary suggested wording

Detainee located in an observation room for over 24 hours for [X reason].

Example Incident Summary wording

Detainee located in an observation room for over 24 hours for his welfare.

Notes

- If planned, details of the DIBP staff member who gave permission must be included in the IR, as well as the name of the Health Services Manager (HSM) consulted. Include reference to the closed circuit television (CCTV) recording.
- Included in the IR must be details of the plan to reintegrate the individual into normal population where / when possible / appropriate, detainee's mood and behaviour.
- The IR must be raised within 6 hours of the 24th hour, and must be updated on a daily basis. Note, DIBP approval is needed to accommodate a detainee in Observation Room over 24 hours.
- If appropriate, the Behavioural Management Plan (BMP) must be attached.

Definition

A detainee refuses to accept a visitor at the IDF or at an APOD (hospital etc).

Incident Summary suggested wording

Detainee refused to see [X visitor] for [X reason].

Using **KEY WORDS** in the Summary field of the IR for [X visitor] will assist in the collection of reportable data.

Example Incident Summary wording

Detainee refused to see a social visitor as he was going on the excursion.

Notes

- This IR emphasises the need for a visitor to not be permitted entry into the facility for the visit until agreement from the detainee has been confirmed.

KEY WORDS

Legal

Social

Friend

Family member

Unknown to detainee

Definition

Any high profile (HP) visitor to an immigration detention environment is refused entry, or such a person makes a request and the visit is denied.

Incident Summary suggested wording

[X visitor] refused access for [X reason].

Using **KEY WORDS** in the Summary field of the IR for [X Visitor] will assist in the collection of reportable data.

Example Incident Summary wording

Mr Smith (politician) refused entry as no authorisation given by DIBP for the visit.

Notes

- This may include but is not limited to politicians, the Commonwealth Ombudsman, Australian Human Rights Commission, Australian Red Cross, Ministers Council on Asylum Seekers in Detention (MCASD) known advocates, and lawyers.
- Details of the individual, the purpose of the visit and the reason for refusal must be included.

KEY WORDS

Politician Ombudsman Human Rights Commission
Red Cross MCASD Advocate Lawyer

VISITOR – OTHER REFUSED ACCESS

MINOR INCIDENT

Definition

Any visitor to a detainee, social or professional, is denied entry by Serco, including request by email.

Incident Summary suggested wording

[X visitor] refused access for [X reason].

Using **KEY WORDS** in the Summary field of the IR will assist in the collection of reportable data.

Example Incident Summary wording

Mr Smith (friend of detainee) refused entry as had no identification.

Notes

A detainee's friend was refused entry for a visit as he had no identification.

KEY WORDS

Friend of detainee Family member Personal Lawyer
Identification Behaviour Contraband Out of hours

WEAPON – CLIENT IN POSSESSION

MAJOR INCIDENT

Definition

Any detainee is found to be in possession of a weapon; that is any article, either conventional or improvised, designed to inflict harm on another.

Incident Summary suggested wording

Detainee found to be in possession of [X item].

Example Incident Summary wording

Detainee found to be in possession of a kitchen knife with an 8 inch blade.

OR

Detainee found to be in possession of a sharpened toothbrush.

Notes

- If the item cannot be attributed to an individual, use IR 'Contraband Found' but log participants if applicable; for instance, if the item was found in a shared room.
- This IR is applicable if the item is found on the detainee's person or in their room.