

Committee Secretary  
Senate Legal and Constitutional Affairs Committee  
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Parliament House  
Canberra ACT 2600

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Dear Sir/Madam,

I refer to your statement on 5 March 2014, the Senate referred to the Legal and Constitutional Affairs References Committee the matter of the incident at the Manus Island Detention Centre from 16 February to 18 February 2014 for inquiry.

I write the following submission:

I was employed by G4S as a Safety and security officer stationed on Manus Island, PNG.

My role whilst on Manus Island in the position of Safety and security officer, I was responsible for security, organisational and co-ordination tasks (to help ensure that transferees have appropriate access to health, education, recreation and other services and facilities), transferee welfare and associated documentation and paperwork.

Key objectives of the role are:

- Displayed behaviors aligned to G4S's core values;
- Consistent application of policies and procedures whilst ensuring that human rights, dignity and respect are upheld for all in G4S's care

· Ensure the smooth running of the day to day aspects of the Regional Processing Centre environment, including welfare, security, health, activities, visits, escorts and other activities.

#### Duties

Continuously interact with transferees, including:

- Monitoring general welfare and well-being of transferee;
- Assisting in resolving their problems.
- Be actively involved in recreational activities both inside and outside the Facility.
- Ensure appropriate levels of security, including:
- Monitoring security equipment;
- Patrolling internally;
- Checking vehicles and individuals entering and leaving the Facility.
- Monitor transferee behavior.
- Comply with Incident Reporting requirements.

Contribute to the maintenance records pertaining to all aspects of the Facility's performance, including:

- Transferee programs;
- Security information and data;
- Transferee behavior;
- Cultural, medical and dietary requirements;
- Incident reports.
- Ensure day-to-day adherence to all Operational Procedures.

day-to-day adherence to relevant Post Order.

#### Essential Requirements

- Ability to deal objectively and effectively with transferees on an individual or group basis, regardless of their nationality, religion, culture, age, sexual preference or gender.
- An understanding of transferees' circumstances and the stress and anxiety they may be experiencing.

- Ability to supervise and monitor transferees effectively, but unobtrusively, with confidence and compassion.
- Good written and spoken communication skills.
- Sound computer skills, including ability to learn control room operations and SAMIS.
- Willingness to contribute to the development of the workplace in a constructive and genuinely enthusiastic manner.
- Demonstrated flexibility, sensitivity and resilience in a high pressure and changing work environment.
- Good organisational and logistics skills, focused on service delivery aligned with contractual requirements.
- Willingness and capacity to uphold and promote the G4S Code of Conduct and to exemplify the company's core values.
- Ability to work 12 hour shifts, on a rotating roster incorporating work during the day, night and weekends. Roster provisions include a maximum of five consecutive shifts, maximum 4 consecutive night shifts, and minimum two consecutive shifts.
- Satisfactory results of a pre-employment medical examination to determine suitability for employment in the role of a Safety and Security Officer.
- To adhere to the pre-medical plan which include vaccinations prior and during commencement of employment.
- Satisfactory results of an Australian Federal Police background check both upon employment and annually thereafter.
- A commitment to the G4S Vision, Values and Policies, including Equal Employment Opportunity , Human Rights and Occupational Health and Safety principles and practices.

#### Role Competencies

- Interpersonal skills
- Conflict Management
- Communication Skills
- Organisational skills
- Problem solving skills

- Understanding cultural diversity

Whilst this was the written job description given to me by G4S, this was not in fact, the job description required by me on the ground on Manus Island.

Within the "Key objectives role", there was written "policies and procedures whilst ensuring that human rights", I can submit that there were no policies to be guided by, there were no "Post orders" to govern the role of any post taken up on any particular rostered shift, and there was certainly no person allocated to the role of human rights officer ensuring that this element of the role was met.

After my initial training and when rostered on my 1<sup>st</sup> official day I was handed a training and Assessment role in delivering training to both ex-pats and PNG nationals. After delivering the 1<sup>st</sup> week of training I found that the training lacked the in-depth training required to become an efficient SSO, The background of the trainee was to determine his/her ability to operate successfully on the ground.

I also warned the training Manager that the training package was insufficient to be able to deliver the correct training level to the PNG nationals, we delivered a training package designed for Australian's working in Australia, not PNG nationals, we could not even sufficiently communicate with the people let alone deliver a Australian designed training package to a foreign person in a foreign land in such a short space of time.

The I.R.T squad was made up of PNG nationals that were given 3-4 days intensive training in defensive tactics using Shield techniques that should take a minimum of 6 weeks in my view to deliver a professional training package.

Why were these squads made up of PNG nationals? We had past army personal, Correctional personal and police personal whom all arrived on Manus to work as a SSO with the required

experience and extensive training to take up the role of I.T.T member, The PNG nationals were poorly trained and did not have the capability of performing such a task in such a volatile and closed situation, these squads on occasion were led by Romeo 1 that had no experience in working with or training with the PNG nationals that were in the role of I.R.T. I believe this is why G4S lost control of the team on that fateful night.

I wish to provide the committee with more information at a public hearing. On the points above and I don't believe that typing out various points will do justice to the short coming in the training of S.S.O's and I.R.T members.

I believe that the insufficient training package, the lack of post orders and procedures delivered to both the ex-pats and PNG nationals played a significant part in to the riots that were reported to have taken place on the

"I wish my personal details to remain confidential, although I agree to my submission being made public", I write this submission for your consideration

Martin Appleby