

From: OHSHELP <IDF.HEALTH.AND.SAFETY@IMMI.GOV.AU>
Sent: Tuesday, 18 February 2014 9:10 AM
To: OHS.NATIONAL.OFFICE@IMMI.GOV.AU; Notify; FIONA.STEINBERG@IMMI.GOV.AU
Subject: Incident Report from the Department of Immigration
Attachments: DIBP_Incident_Report.PDF

Categories: Zrinka Butterworth

Please find attached a notifiable incident report from the Department of Immigration and Border Protection. The report is provided in accordance with Section 38 of the Work Health and Safety Act 2011.

If this notifiable incident involves a DIBP worker, the following actions are required by the supervisor and worker involved in the incident.

Action required by supervisor

You are required to immediately review this incident report (attached below) and:

1. take all practicable risk mitigation actions to reduce the likelihood of this incident escalating or occurring again; and
2. ensure that any injured/ ill persons are/ have been provided with the necessary medical assistance, including injury management support for staff members

Action required by worker

You are required to immediately review this incident report (attached below) and:

1. take all practicable risk mitigation actions to reduce the likelihood of this incident escalating or occurring again; and
2. discuss the incident with your manager and ensure issues are escalated to appropriate business areas (property, Health and Safety etc); and
3. seek necessary medical assistance and ensure injury management support has been provided/requested.

Records of all actions taken in response to the incident must be kept (maintenance requests, emails etc). It is also required that a relevant SES officer be advised of all incidents that have been notified to Comcare.

For further assistance contact:

Email: OHS.National.Office@immi.gov.au

Telephone the HR Service Centre: (02) 6196 0444

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Incident Report

1. Details of person conducting the business or undertaking (PCBU) which gave rise to the incident

Company / Department / Authority Name:	DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION
Australian Business Number (ABN)	33380054835
Business Address	6 CHAN STREET
Town / Suburb	BELCONNEN
State	ACT
Postcode	2617

Person with management or control (PWMC) of the workplace where the incident occurred (2a)

As above Other

2. Previous notification of this incident

Has this incident been notified to Comcare previously, by telephone or in writing (fax or email)?

Yes No

Reason for subsequent notification	Required by Comcare after previous telephone notification
If 'other', what is the reason	
Method of first notification to Comcare	Telephone
Date first notified to Comcare	18 February 2014
Comments - include Comcare reference number if known	Melissa Crowthers contacted ComCare consultant James Nolan from the Newcastle Branch, to notify the death.

3. Details of Incident:

DIBP reference number	00009383
Date of Incident	18 February 2014
Time of Incident	03:30
Type of incident	Death
Serious injury or illness type	
Was immediate treatment required	<input type="checkbox"/> Yes <input type="checkbox"/> No
Dangerous incident type	

Was serious risk immediate or imminent Yes No

Where did the incident occur?

Workplace Known As	Manus Island Processing Centre
Street address	
Town/suburb	Manus Island
State	ZOFF
PostalCode	
Country	PG
Describe the exact location	Offshore Processing Centre
Describe the sequence of events leading to the incident - include what activity was being performed and the details of any plant, vehicles or substances	At 2300 on 17 February, protest action escalated and transferees breached the fences of the Processing Centre. The PNG Police were called, and all transferees were returned to the site. At 0100 on 18 February, order was restored and by 0200 the centre was again calm. Mr Barati presented at the onsite International Health and Medical Services (IHMS) clinic complaining of head injuries. It was subsequently decided to transfer him to hospital for medical treatment. He died enroute. IHMS has so far reported 15 serious injuries, one of which was Mr Barati.
Activity being performed when incident occurred	Transferee residing at processing centre

4. Details of persons who died, suffered serious injury/illness, or were involved in a dangerous incident

Person 0001

Title	Mr
First name	Reza
Last name	Barati
Date of birth	28 February 1989
Residential address	
Town/suburb	Manus Island
State	
Postcode	
Occupation (if relevant)	
Telephone number	
Email address (if known)	



Injury/illness details	Mr Barati suffered from head injuries. Other details are not known at the moment.
Where was person taken for treatment	At this stage, it is unclear whether he was being taken to Lorengau or Port Moresby hospital.
Details of treatment received or needed	Mr Barati presented at the IHMS clinic around midnight, suffering from a head injury. Doctors at the clinic decided to transfer him to hospital via ambulance. He died enroute to the hospital.
Employer (if relevant)	

5. Action taken or proposed action to prevent a recurrence of a similar incident

What action was taken immediately following the incident to prevent a recurrence?	As soon as the protests escalated, the PNG Police were called in to assist in restoring order.
Describe any longer term action taken or proposed to prevent a recurrence	TBA

6. Disturbance/preservation of incident site

Has the site where the incident occurred been disturbed?

- Yes No Don't know

Has a Comcare Inspector arrived at the site or authorised disturbance of the incident site?

- Yes No Don't know

Inspector's name	
Inspection Date Authorised	
Inspection Time Authorised	

Has the incident site been disturbed for one of the reasons set out in section 39(3) of the WHS Act?

- Yes No Don't know

Primary reason for disturbance	To make site safer or to minimise risk of further incident
How was the site disturbed?	Details are not known at this time, but it was disturbed in order to secure the site and to restore order to the centre and ensure the safety of transferees.

7. Details of person completing this form

Title	Mrs
First Name	Fiona
Last Name	STEINBERG
Telephone No	



Email Address

OHS.NATIONAL.OFFICE@IMMI.GOV.AU

8. Contact person for further enquiries

Title

Ms

First Name

Katrina

Last Name

Ashcroft

Telephone No

[REDACTED]

Email Address

OHS.NATIONAL.OFFICE@IMMI.GOV.AU

9. Person responsible for implementing longer term remedial action

As in 7 above

As in 8 above

From: OHSHELP <IDF.HEALTH.AND.SAFETY@IMMI.GOV.AU>
Sent: Wednesday, 19 February 2014 2:26 PM
To: Kate Cleary; OHS.NATIONAL.OFFICE@IMMI.GOV.AU; Notify
Subject: Incident Report from the Department of Immigration
Attachments: DIBP_Incident_Report.PDF

Categories: Megan Owen

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Person with management or control (PWMC) of the workplace where the incident occurred (2a)

As above Other

2. Previous notification of this incident

Has this incident been notified to Comcare previously, by telephone or in writing (fax or email)?

Yes No

Reason for subsequent notification	Additional information being notified
If 'other', what is the reason	
Method of first notification to Comcare	Telephone
Date first notified to Comcare	18 February 2014
Comments - include Comcare reference number if known	A notification was made around 8-8.30am to Comcare consultant James Nolan regarding the death of a transferee as a result of a number of transferee's breaching the fences. A written notification was sent to Comcare at approximately 9.30am ref# 00009383 on the 18th of February 2014. This notification is regarding additional transferees injured.

3. Details of Incident:

DIBP reference number	00009399
Date of Incident	18 February 2014
Time of Incident	
Type of incident	Dangerous Incident
Serious injury or illness type	
Was immediate treatment required	<input type="checkbox"/> Yes <input type="checkbox"/> No



Dangerous incident type

Was serious risk immediate or imminent Yes No

Where did the incident occur?

Workplace Known As

Street address

Town/suburb

State

PostalCode

Country

Describe the exact location

Describe the sequence of events leading to the incident - include what activity was being performed and the details of any plant, vehicles or substances

Activity being performed when incident occurred

4. Details of persons who died, suffered serious injury/illness, or were involved in a dangerous incident

Person 0001

Title

First name

Last name

Date of birth

Residential address

Town/suburb

State

Postcode

Occupation (if relevant)

Telephone number

Email address (if known)



Injury/illness details

Please note additional injured persons listed

Where was person taken for treatment

Details of treatment received or needed

Employer (if relevant)

Person 0002

Title

First name

[Redacted]

Last name

[Redacted]

Date of birth

[Redacted]

Residential address

Town/suburb

State

Postcode

Occupation (if relevant)

Other

Telephone number

Email address (if known)

Injury/illness details

Knocked unconscious - hit to right side of jaw, regained consciousness agitated and drowsy. Currently has amnesia of entire event. Swelling on right side of face, possible facial fracture. Possible right knee fracture.

Where was person taken for treatment

Pacific International Hospital

Details of treatment received or needed

Requested CT to head and face.
Update: 18/02/2014 # Medevac#d to PIH (17/02/2014) and currently admitted for treatment and stable.

Employer (if relevant)

Transferee

Person 0003

Title

First name

[Redacted]

Last name

[Redacted]

Date of birth

[Redacted]

Residential address



Town/suburb	
State	
Postcode	
Occupation (if relevant)	Other
Telephone number	
Email address (if known)	
Injury/illness details	Comminuted closed fracture patellar left, full length POP backslab.
Where was person taken for treatment	Pacific International Hospital
Details of treatment received or needed	Medivac#s to PIH 18/02/2014
Employer (if relevant)	Transferee

Person 0004

Title	
First name	[REDACTED]
Last name	[REDACTED]
Date of birth	[REDACTED]
Residential address	
Town/suburb	
State	
Postcode	
Occupation (if relevant)	Other
Telephone number	
Email address (if known)	
Injury/illness details	Hit in the face. Lost upper incisors. Right incisor - driven up into bone. There was a huge split lip up to base of nose - stitched together. Definite areolar fractures and will require maxillofacial/dental input
Where was person taken for treatment	Pacific International Hospital
Details of treatment received or needed	Receiving antibiotics and haemodynamically stable. Medivac#d to PIH 17/02/2014. Admitted to PIH and currently stable.
Employer (if relevant)	Transferee



Person 0005

Title	
First name	[REDACTED]
Last name	[REDACTED]
Date of birth	[REDACTED]
Residential address	
Town/suburb	
State	
Postcode	
Occupation (if relevant)	Other
Telephone number	
Email address (if known)	
Injury/illness details	Large laceration 20cm across front of neck - horizontal. On probing - does not look like gone through deep structures. No hoarse, no bubbling, carotid and jugular intact
Where was person taken for treatment	In progress regarding transfer to Pacific International Hospital continuing
Details of treatment received or needed	Washed out and stitched back together. On Antibiotics. No haematoma in neck however it is recommended he should be properly explored - washed up and closed up - Currently stable
Employer (if relevant)	Transferee

Person 0006

Title	
First name	[REDACTED]
Last name	[REDACTED]
Date of birth	[REDACTED]
Residential address	
Town/suburb	
State	
Postcode	
Occupation (if relevant)	Other



Telephone number

Email address (if known)

Injury/illness details

Where was person taken for treatment

Details of treatment received or needed

Employer (if relevant)

Person 0007

Title

First name

Last name

Date of birth

Residential address

Town/suburb

State

Postcode

Occupation (if relevant)

Telephone number

Email address (if known)

Injury/illness details

Where was person taken for treatment

Details of treatment received or needed

Employer (if relevant)

Person 0008

Title

First name

Last name

Date of birth



Residential address

Town/suburb

State

Postcode

Occupation (if relevant)

Telephone number

Email address (if known)

Injury/illness details

Where was person taken for treatment

Details of treatment received or needed

Employer (if relevant)

5. Action taken or proposed action to prevent a recurrence of a similar incident

What action was taken immediately following the incident to prevent a recurrence?

Describe any longer term action taken or proposed to prevent a recurrence

6. Disturbance/preservation of incident site

Has the site where the incident occurred been disturbed?

- Yes No Don't know

Has a Comcare Inspector arrived at the site or authorised disturbance of the incident site?

- Yes No Don't know

Inspector's name

Inspection Date Authorised

Inspection Time Authorised

Has the incident site been disturbed for one of the reasons set out in section 39(3) of the WHS Act?

- Yes No Don't know

Primary reason for disturbance



How was the site disturbed?

7. Details of person completing this form

Title
First Name
Last Name
Telephone No
Email Address

8. Contact person for further enquiries

Title
First Name
Last Name
Telephone No
Email Address

9. Person responsible for implementing longer term remedial action

As in 7 above As in 8 above



24/263 [Handwritten initials]

Document Title De Brief

Document Ref No: MI-FRM-20.0

Refer to Operation: Debriefing Ref:Initial Incident 16, 17, 18 February 2016

This report is not a full Internal Review or Investigation. It is a series of points arising from hot and cold debriefs in various events following the nights of 16th and 17th February. We are conducting a full internal investigation, and the witness statements and evidence currently being taken will be used to support a submission by G4S to the Cornall Review. This Debrief Note is not intended to be a chronology of events, nor is it expected to analyse all the causes, and more lessons will undoubtedly emerge.

Names and Positions of all directly involved in tasking / operation

Numerous

Names and positions of people who contributed:

- List of names and positions including SSO, ROM, and G4S Regional General Manager.

Identified causes and contributing factors

- 1) Infrastructure inadequate for the task (fencing, lighting, no CCTV).
2) Timing, location and delivery of the messaging from PNG ICOSA.
3) Frustration due to transferee personal circumstances.
4) Frustration with the length of time taken for RSD process to begin.
5) Mobile Squad Police with dogs.

Analysis and evaluation of actions taken in response

- 1) Fencing program has not yet commenced. Similar issue with CCTV and lighting.
2) Messaging by Immigration Officials needs to be consistent with that which is approved. Timing needs to be more conducive to the nature of the messaging and anticipated reactions.
3) Individual transferees need to be counselled about their circumstances and position.
4) Method and process for the very gradual reintegration of PNG Nationals into the compounds being examined and plan formulated.



5) PNG ICSA needs to accelerate commencement of RSD.

Details of follow-up action (e.g. identified resource deficiencies, training issues, other follow-up action agreed):

Positives:

Off-duty Officers:

- 1) Team at Bibby reacted quickly, responded to direction quickly and were highly motivated to assist

On-duty Officers:

- 1) Percentage of National Officers worked very well
- 2) Responded to training and directions
- 3) Worked to align peers for appropriate action
- 4) Response to Delta Code Green controlled and deliberate
- 5) Ops Manager entered Mike and imposed himself between Transferees and National personnel which calmed the situation
- 6) Initiative demonstrated by many SSO and Supervisors to adapt to the new threat and improvise protection and protection tactics. Therefore many Transferees and Stakeholders were protected from additional threats and dangers

Mike Compound

- 1) Intelligence was accurate as to the incidents that were being planned by Transferees.
- 2) SSO and Supervisors calmed many Transferees.

General

- 1) G4S SSO qualified as Medics used very well to support Transferee casualty management and to mitigate the risk of further injury and loss of life.
- 2) Personnel assigned to the evacuation point (PNGDF Oval) worked together to organize, protect and reassure the Transferees.
- 3) G4S targeted different skills within the team and utilised them effectively to reduce the evolving issues.
- 4) On re-occupation of the site there was very good passage of information between G4S personnel.
- 5) Good control of groups of Transferees moving into Bravo and Charlie compounds to keep them safe from other Transferees.
- 6) Engagement by G4S personnel with Delta Transferees was excellent and mitigated much of the risk of escalation.
- 7) The continuity in allocating G4S staff to the same compounds for extended periods resulted in a deepening of relationships and support networks between Staff and Transferees
- 8) Good briefs provided to staff reinforcing the MIRPC following the initial incident.
- 9) No overt Transferee aggression directed towards Expatriates



- 10) The site Intelligence was great. Articulating it to G4S personnel allowed them to prepare for potential issues.
- 11) Over the radio network it appeared the plan and tasking for use of IRT was clear
- 12) Evacuation of casualties (en masse) worked.
- 13) Key box for vehicle keys at the Bibby worked.
- 14) Expatriates over-rode G4S and Police Nationals to secure Transferees
- 15) Staff assigned to the Bibby as non-essential to MIRPC effectively assisted at the Bibby site.

Negatives:

- 1) The use of containers as obstacles/field defences in the MIRPC hindered the visibility across the site
- 2) The use of containers as obstacles/field defences in the MIRPC created more dark/shadow points
- 3) Ongoing concern regarding fencing, poor lighting, ability of Transferees to interrupt lighting, lack of CCTV.

Corrective Actions:

Post Incident

- 1) Establish a post incident sequence for reestablishing control of an incident site.
- 2) Establish policy and procedure for the control of Staff digital information from outside MIRPC during an incident.
- 3) Review options for hardening of the MIRPC that don't hindered the visibility across the site.
- 4) Commanders hot wash up required shortly after each incident. Staff need information on the sequence of events that unfolded and the key information ie casualties, current and projected situation on the ground, complete assessment of the actual incident(s) sites.

Maintenance:

- 1) Review deployment processes for maintenance personnel during incidents.
- 2) Logistics to review their team structures and conduct drills for emergency incidents.