

 Australian Government Department of Immigration and Citizenship	Sensitive Incident Detail Report As at 06/08/2013	
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Incident Summary

Incident Number:	1-72STZG	DIAC Notified:	10/05/2011 03:35:00 AM
Type:	Self Harm - Actual	DIAC Notified By:	ALBERTO LOPEZ
Level:	Critical	DIAC Contact:	GREGORY LAKE
Version:	1	Initial Release On:	10/05/2011 08:51:19 AM
Status:	Closed	Version Released On:	10/05/2011 08:51:19 AM
Location:	Scherger IDC	Transport ID:	
Occurred On:	10/05/2011 03:30:00 AM	Sensitive:	N
Informed By:	Service Provider Staff	Summary:	Code Black and Blue called due to client S. attempted hanging.
Informed On:	10/05/2011 03:30:00 AM	Organisation:	Serco 47F
Location Details:	S. 47F(1)	CCTV Recording Number:	(1)

Participants

Client

Participation Type:	Involved	Client was armed:	N
Service Number:	S. 47F(1)	Interpreter:	Not Required
Family Name:		Interpreter Id:	
Given Name(s):		TIS Job No:	
Date of Birth:		Comments:	Client attempted hanging
Minor:	N		

Staff

Family Name:	TAIT	Participation Type:	Witness
Given Name(s):	ELLEN	Job Title:	
Login:	LOAD025		
Organisation:	Default Organization		

Incident Details

Version:	2	Created On:	10/05/2011 11:48:19 AM	Created By:	ALBERTO LOPEZ
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S. 22(1)(a)(ii)

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Page 1 of 3

Sensitive

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	<p>Sensitive</p> <p>Incident Detail Report</p>	
<p>Australian Government</p>	<p>As at 06/08/2013</p>	
<p>Department of Immigration and Citizenship</p>		

Description:

s. 47F(1)

Agencies Alerted

Version:	2	Contacted:	10/05/2011 03:35:00 AM
Agency Type:	Ambulance	Contacted By:	ALBERTO LOPEZ
Attending Officer:		Arrived On Site:	10/05/2011 03:55:00 AM
Reference No:		Departed Site:	10/05/2011 04:15:00 AM
Description:			

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

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Page 2 of 3

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Attachments

File Name: Post_incident_review_1-72STZG File Date: 17/05/2011 02:36:56 PM
Comments: Further review conducted by SIDC Centre Manager

File Name: **S.** Selfharm actual File Date: 11/05/2011 03:43:28 PM
(Critical)
Comments: Please find attached post incident review

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

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Page 3 of 3

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Post Incident Review

Post Incident (Critical) Self harm – actual 10-5-11.

This incident occurred during the morning of 10/5/2011.

One client was involved in the incident.

Client Background:

s. 47F(1)

Details of Incident:

s. 47F(1)

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s. 47F(1)

Conduct of Staff

- Staff handled the situation in a professional and appropriate manner
- Emergency services notified
- SMT, DIAC and IHMS were all notified in the appropriate time span

Concerns/Issue for further Investigation

- s. 47F(1)
-

Action Items

- s. 47F(1)
-
-

A. Lopez
Operation Manager
SIDC
11-5-11

Preliminary Post Incident Review

Post incident review of the “Self harm actual.”

Client [REDACTED] s. 47F(1)

Incident no. 1-72STZG

Details of the Incident:

Details of the incidents referred to in this post incident review are recorded under details of incidents in the reports.

Additional Information:

[REDACTED] s. 47F(1)

Conduct of staff:

All staff who were on duty at the Centre, Serco and IHMS staff, conducted themselves in a professional and exemplary manner in response to and management of the incident.

Concerns

1. The staff telephone listing available to Serco may not be up to date and appropriately comprehensive.
2. IHMS staff may not be in possession of sufficient oxygen at all times.
3. Clients at the scene unintentionally obstructing officers.
4. One IHMS medic on duty for night shift.

5. On duty Serco manager not immediately available on the telephone.
6. Height of tent and ease of completion of hanging

Recommendations

1. IHMS to ensure appropriate level of oxygen on site at all times.
2. IHMS/DIAC to consider two paramedic staff on night shift due to Increase in client population.
3. Operations Manager Security & Operations to ensure all staff and emergency contact telephone numbers are up to date.
4. On-call Serco Duty Manager to ensure contactability with IDC at all times whilst on call.
5. At least one side of multi-purpose tent in "C" unit (scene of incident) to be rolled up (to ensure line of sight into the tent) when not in use and particularly during the night.

Alan Mills
Centre Manager
Scherger IDC
16th May 2011