



Australian Government
Department of Immigration
and Border Protection

Sensitive
Incident Detail Report

As at 05/03/2014

Incident Summary

Incident Number: 1-4QHBD8	DIAC Notified: 06/10/2010 06:52:00 PM
Type: Disturbance - Major	DIAC Notified By: NERYL ATKINS
Level: Major	DIAC Contact: SONJA RADOVANOVIC
Version: 4	Initial Release On: 07/10/2010 04:57:25 AM
Status: Closed	Version Released On: 19/10/2010 05:27:41 PM
Location: North West Point Immigration Facility	Transport ID:
Occurred On: 06/10/2010 02:25:00 PM	Sensitive: N
Informed By: Service Provider Staff	Summary: Two GRY clients attempted a simultaneous self harm incident. A major disturbance followed which included shouting, yelling, a client fainting in distress, and a altercations between clients.
Informed On: 06/10/2010 06:25:00 PM	Organisation: Serco
Location Details: White 1 Compound	CCTV Recording Number:

Incident Details

Version: 4 Created On: 19/10/2010 05:26:32 PM Created By: LISA BONSER
 Description: Post Incident Review

Version: 3 Created On: 08/10/2010 01:34:05 PM Created By: NERYL ATKINS
 Description: Report not written within timeframe due to the duration of the incident.

Version: 2 Created On: 07/10/2010 06:55:33 AM Created By: NERYL ATKINS
 Description: Please refer to the following incidents for a list of clients involved in the disturbance:
 1-4QHK0M Prohibited Item
 1-4QHB2W Self Harm Threat
 1-4QHAY2 Self Harm Attempt

Version: 1 Created On: 07/10/2010 04:54:58 AM Created By: NERYL ATKINS

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Description: On 06 Oct 10 at approximately 1425h a DIAC interpreter alerted Officer Sam Hillman that there was a client attempting to commit self harm. Officer Hillman called a code for officer assistance.

Upon approaching s. 47F(1) of s. 47F(1) Compound, Officer Hillman noticed that client s. 47F(1) was standing on a table and attempting to tie a sheet around the balcony railing. Another client s. 47F(1) was trying to pull the sheet from s. 47F(1) in attempt to stop him from hanging himself. Officer Hillman requested that clients stop s. 47F(1) from hurting himself until help could arrive, because she noticed that another client was also attempting to hang himself.

Officer Hillman noticed that client s. 47F(1) was standing on the top balcony (also in s. 47F(1)) and appeared to be tying a plaited sheet to the balcony railing. She ran to assist two other clients that were also attempting to stop s. 47F(1) from harming himself. Another Officer Andrew Tavendale arrived a short time later and came to Officer Hillman's assistance. Together they tried to calm client s. 47F(1) down and subdue him. In the process, s. 47F(1)

The clients in the compound began to crowd around the scene and the situation quickly escalated. There was a lot of shouting, pushing and verbal altercations. Several clients were trying to hold client s. 47F(1), whilst others were trying to hold client s. 47F(1). Both Self Harm Attempt clients were struggling with both officers and clients, and were extremely agitated and aggressive.

A short time later, CSM Barrett, Kemp and Dowling arrived on scene and tried to control the situation. CSM Kemp called for the roller doors to be closed. Medical arrived a short time later. A large group of clients had gathered around the scene and were yelling, pushing and inciting one another.

At approximately 1430h, Operations Manager Neryl Atkins arrived on scene and took control. Upon arrival, it was noticed that several clients were trying to restrain client s. 47F(1). CSM Barrett was also attempting to control the situation with that client, as was CSM Kemp. s. 47F(1)

Officer Tavendale and Hillman were attempting to get client s. 47F(1) to the lower floor. CSM Dowling went to their assistance and brought the client to the lower floor area.

Operations Manager Neryl Atkins called Officer Richard Gibson to bring down hand restraints and a video camera as several clients were non compliant. The two self harm clients, as well as other clients, were creating a scene that was inciting the watching crowd.

s. 47E(d)

Within the communal area of s. 47F(1), client s. 47F(1) was placed on the ground and received immediate medical attention. Client s. 47F(1) took longer to calm down, but eventually sat down at

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a nearby table.

Whilst this was occurring, officers were dispersing the crowd and attempting to calm the temperament of the remaining clients. At 1510hrs, whilst they were doing this, client s. 47F(1) fainted in distress. A medical officer examined the client. Mental Health was requested to attend the scene to assist with the care of s. 47F(1).

Approximately five minutes later, s. 47F(1) and s. 47F(1) engaged in a verbal altercation over the theft of personal property. CSM Hopkins, Officer Hillman and Officer Townsend attended the scene and diffused the situation.

Throughout the disturbance, all officers in attendance were talking to clients and reassuring them. Boat s. 47F(1) clients were extremely demanding and requested that Immigration speak to them regarding their visa processing.

Client s. 47F(1) was noticed as being in distress (he seemed to disengage and was visibly distraught). He was attended to by medical staff and was encourage to speak to mental health.

Clients started to calm down and break off into smaller groups. The level of aggression subsided quickly and clients began engaging officers in conversation.

During this time medical advised Serco staff that one of their radios could not be accounted for. All clients were asked to look for the radio, but it could not be located.

At approximately 1543h, client s. 47F(1) was taken to medical by T & E. A short time later, the distressed client s. 47F(1), was also taken to medical.

A compound status check was called; all compounds responded that things were calm.

Clients that did not belong to s. 47F(1) compound were then pat searched by officers and allowed to return to their respective compounds.

All available activity and property officers were then requested to attend s. 47F(1) Compound to conduct a search of the compound in an attempt to locate the missing radio.

At approximately 1600h, a targeted search was conducted of all client rooms to find the location of the medical radio. During that search, a number of prohibited items were located. Please refer to incident 1-4QHKOM for details of items and their alleged owners.

At about 1630h, client s. 47F(1) finally agreed to go to medical. He was escorted from the compound by officers and medical staff.

At about 1640h the missing radio was located in the medical centre.

At 1650h the code was stood down. All clients were then informed that Immigration would see

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them at a time to be advised.

Attachments

File Name: Disturbance 1-4QHBD8 6 OCT File Date: 19/10/2010 05:27:19 PM
 Comments: Post Incident review

File Name: s. 47F(1) Compound Incident 06 File Date: 08/10/2010 05:27:03 PM
 10 10
 Comments: N Atkins report

File Name: Ivana Hopkins Altercation File Date: 07/10/2010 04:13:03 AM
 Comments: Officer report on altercation during incident Ivana Hopkins

File Name: Ivana Hopkins Report File Date: 07/10/2010 04:11:49 AM
 Comments: Officer Report Ivana Hopkins

File Name: 1-4QHBD Kevin Barrett 06-10- File Date: 07/10/2010 04:08:39 AM
 10
 Comments: Officer Report Kevin Barrett

File Name: 1-4QHBD Jo Dowling 06-10-10 File Date: 07/10/2010 04:06:57 AM
 Comments: Officer Report Jo Dowling

File Name: 1-4QHBD Doug Kemp 06-10-10 File Date: 07/10/2010 04:05:20 AM
 Comments: Officer Report Doug Kemp

File Name: 1-4QHBD Samantha Hillman File Date: 07/10/2010 04:03:37 AM
 06-10-10

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Comments: Officer Report Samantha Hillman

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