



Ms Toni Matulick  
Committee Secretary  
PO Box 6100  
Parliament House  
Canberra, ACT, 2600

Tuesday, June 02, 2015

Dear Members of the Select Committee,

**RE: Questions on Notice - Select Committee on the Recent Allegations Relating to Conditions and Circumstances at the Regional Processing Centre in Nauru.**

Thank you for the opportunity to provide evidence to the Select Committee 19<sup>th</sup> May 2015. During the hearing, the Committee permitted us to take certain questions on notice. In addition, we received further questions on notice from the Committee by letters dated 20, 21 and 27 May 2015.

Please find attached a response to each of the questions on notice.

The report obviously contains information which is confidential. In several places we have made specific reference to this. Wilson Security requests that the confidentiality of these matters be maintained.

Yours Sincerely,

John Rogers  
Executive General Manager – Southern Pacific  
Wilson Security



## Response

### 1. Breakdown of Staff

Requested by Senator Gallacher

The following table represents fly-in-fly-out Safety and Security Officers working at the Regional Processing Centre in Nauru as at 25th May 2015.

|                 | Male | Female | Total |
|-----------------|------|--------|-------|
| Wilson Security | 288  | 70     | 358   |

The following table represents Nauruan Safety and Security Officers working at the Regional Processing Centre in Nauru as at 25th May 2015.

|                   | Male | Female | Total |
|-------------------|------|--------|-------|
| Sterling Security | 218  | 52     | 270   |
| PSS Security      | 120  | 75     | 195   |

The following table represents a summary of nationalities, as listed on their passport, of fly-in-fly-out Safety and Security Officers working at the Regional Processing Centre in Nauru as at 25th May 2015.

| Nationality  | Total      |
|--------------|------------|
| American     | 1          |
| Australian   | 242        |
| British      | 9          |
| Fijian       | 3          |
| Indian       | 2          |
| Iranian      | 1          |
| Iraqi        | 2          |
| Irish        | 1          |
| New Zealand  | 96         |
| Turkish      | 1          |
| <b>Total</b> | <b>358</b> |



### **3. Drug and Alcohol Testing**

Requested by Senator Gallacher

Wilson Security commenced alcohol testing in October 2013. A revised company drug and alcohol policy was introduced in June 2014. The policy allows for random testing and 'reasonable suspicion' testing.

Wilson Security conducts regular, random alcohol testing of its staff and contractors in accordance with its policy.

The drug testing program is not currently being implemented, at the request of the United Voice Union. We are in discussions with United Voice Union with a view to implementing a mutually acceptable drug testing program.

Regular bag searches for drugs are also carried out. Staff have expert knowledge in detecting the signs of people under the influence of drugs, and are encouraged to report any information regarding drug use.

### **4. Contract**

Requested by Senator Hanson-Young

A copy of the contract between Wilson Security and Transfield Services is contained in annexure 1.

### **5. Number of Incidents**

Requested by Senator Hanson-Young

The average number of incidents categorised as critical on any given day since 2012 is 0.05.

### **6. Trading Contraband for Sexual Favours**

Requested by Senator Hanson-Young and Senator Reynolds

Wilson Security takes very seriously the role it plays in providing safety and security at the Regional Processing Centre in Nauru, and assisting in the investigation of allegations involving our staff and contractors.

As a result of allegations relating to the trading of contraband for sexual favours Wilson Security participated in an operation with the Nauruan Police Force between June 2014 and September 2014, which identified one local staff



member as a suspect. The staff member was terminated on other performance grounds during the investigation.

## 7. Moss Review Access to Documents

Requested by Senator Reynolds

Wilson Security fully supported the Moss Review, and has publicly supported the recommendations of the Review. This included a search of occurrence logs maintained by the security control room.

## 8. Incidents of Child Abuse

Requested by Senator Hanson-Young

The following table provides a summary of all incidents known to Wilson Security categorised as an 'Assault on a Minor', or where there has been an allegation of child abuse.

| Date     | Allegation   | Action Taken   | Status  |
|----------|--|--|---|
| 17/11/13 | Allegation that local cleaner touched asylum seeker inappropriately.                           | Investigation  | Staff member terminated and referred to Police.                       |
| 20/11/13 | Allegation that local Salvation Army staff member assaulted a minor asylum seeker.             | Referred to Salvation Army                               | No evidence supporting the allegation. Staff unable to be identified. |
| 26/11/13 | Inappropriate relationship between local officer and asylum seeker.                            | Investigation  | Staff member terminated.  |
| 17/01/14 | Allegation that Wilson Security Officer used excessive force to remove asylum seeker from bus. | Investigation  | Staff member terminated.  |
| 06/03/14 | Allegation that local officer assaulted a minor asylum seeker.                                 | Investigation<br>Complaint withdrawn by asylum seekers   | Closed  |
| 27/03/14 | Allegation that local Security Officer used excessive force with a minor.                      | Investigation  | Insufficient evidence to identify staff member involved.              |
| 22/04/14 | Allegation that local security officers sexually harassing                                     | Investigation.<br>Complaint withdrawn by asylum seekers. | Closed  |



|          |   |   |   |
|----------|---|---|---|
|          | asylum seekers.   | Staff members not identified.   |   |
| 19/06/14 | Allegation that local security officer pushed a minor asylum seeker.                    | Investigation. Asylum seeker requested no police involvement.                       | Staff member terminated.                                      |
| 27/07/14 | Allegation that local security officer pushed a minor asylum seeker in the back.        | Investigation. Complaint withdrawn by asylum seekers. Staff members not identified. | Closed  |
| 22/08/14 | Allegation that an adult asylum seeker kicked a minor asylum seeker twice in the face.  | Investigation.  | Mediated resolution.  |
| 23/08/14 | Allegation that security officer pushed a minor asylum seeker in the back.              | Investigation. Complaint withdrawn by asylum seekers. Staff members not identified. | Closed  |
| 29/08/14 | Allegation that an adult asylum seeker assaulted a minor asylum seeker.                 | Managed by Save the Children.   | No further information available.                             |
| 29/09/14 | Allegation that local security officer assaulted a minor asylum seeker.                 | Investigation. Complaint withdrawn by asylum seeker.                                | Closed  |
| 15/10/14 | Minor asylum seeker alleged he was raped by a minor asylum seeker in the shower.        | Referred to Police.   | Asylum seeker transferred to Australia for medical treatment. |
| 18/10/14 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children.   | No further information available.                             |
| 20/11/14 | Allegation that an adult asylum seeker assaulted a minor asylum seeker.                 | Managed by Save the Children.   | No further information available.                             |



|          |   |  |  |
|----------|---|--|--|
| 27/11/14 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children.                        | Referred to Police 01/12/14                                |
| 02/12/14 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children.                        | No further information available                           |
| 04/12/14 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children.                        | No further information available.                          |
| 06/12/14 | Minor asylum seeker claims local security officer touched him inappropriately.          | Investigation  | Staff member terminated and matter referred to the Police. |
| 11/12/14 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children.                        | No further information available.                          |
| 13/12/14 | Allegation that local security officer pushed a minor asylum seeker.                    | Investigation  | Insufficient evidence. Closed.                             |
| 15/12/14 | Allegation that Wilson Security Officer pushed a minor asylum seeker.                   | Investigation. Complaint withdrawn by asylum seeker. | Closed.  |
| 08/01/15 | Allegation that two minor asylum seekers bashed another minor asylum seeker.            | Managed by Save the Children.                        | No further information available.                          |
| 15/01/15 | Allegation that local security officer touched a minor asylum seeker inappropriately.   | Managed by Save the Children.                        | Referred to Police.  |
| 18/01/15 | Allegation that an adult asylum seeker assaulted a minor asylum seeker.                 | Managed by Save the Children.                        | No further information available.                          |
| 25/01/15 | Allegation that local security officer assaulted a minor asylum seeker.                 | Investigation. Complaint withdrawn by asylum seeker. | Closed.  |



|          |   |                               |  |
|----------|---|-------------------------------|--|
| 06/02/15 | Allegation that an adult asylum seeker assaulted a minor asylum seeker.                 | Managed by Save the Children. | No further information available.                          |
| 23/02/15 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children. | No further information available.                          |
| 14/03/15 | Allegation that a local officer threw rock at minor asylum seeker.                      | Investigation                 | Staff member terminated and matter referred to the Police. |
| 16/03/15 | Allegation that an adult asylum seeker assaulted a minor asylum seeker.                 | Managed by Save the Children. | No further information available.                          |
| 18/03/15 | Allegation that local security officer assaulted a minor asylum seeker.                 | Investigation.                | Ongoing.   |
| 18/03/15 | Allegation that an adult asylum seeker assaulted a minor asylum seeker.                 | Managed by Save the Children. | No further information available.                          |
| 18/03/15 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children. | No further information available.                          |
| 23/03/15 | Allegation that Wilson Security Officer assaulted a minor asylum seeker.                | Investigation                 | Insufficient evidence. Closed                              |
| 23/03/15 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children. | No further information available.                          |
| 25/03/15 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children. | No further information available.                          |
| 27/03/15 | Allegation that asylum seeker used excessive force in disciplining minor asylum seeker. | Managed by Save the Children. | No further information available.                          |



## 9. Incidents of Sexual Assault

Requested by Senator Hanson-Young

The following table provides a summary of incidents or allegations of sexual assault to known to Wilson Security.

| Date     | Allegation  | Action Taken  | Status   |
|----------|---|---|--|
| 17/11/13 | Allegation that local cleaner touched asylum seeker minor inappropriately.                  | Investigation   | Staff member terminated and matter referred to the Police. |
| 26/11/13 | Inappropriate relationship between local officer and asylum seeker.                         | Investigation   | Staff member terminated.                                   |
| 16/03/14 | Allegation asylum seeker sexually assaulted a local staff member.                           | Referred to Police.   | Finalised  |
| 22/04/14 | Allegation that local security officers sexually harassing asylum seekers.                  | Investigation. Complaint withdrawn by asylum seekers. Staff members not identified. | Closed   |
| 03/05/14 | Allegation that asylum seeker minor involved in sexual behaviour with other asylum seekers. | Managed by Save the Children.   | No further information available                           |
| 14/07/14 | Allegation that local catering staff member sexually assaulted Wilson Security Officer.     | Investigation   | Referred to Police.  |
| 14/08/14 | Allegation that local officer made inappropriate sexual gesture towards asylum seeker.      | Investigation. Insufficient evidence.   | Referred to Police.  |
| 23/08/14 | Asylum seeker alleged he has been sexually assaulted by other asylum seekers.               | Investigation. Complaint withdrawn by asylum seekers.                               | Closed   |





|          |   |                                      |   |
|----------|---|--------------------------------------|---|
| 24/08/14 | Asylum seeker alleged she was raped by another asylum seeker.                                       | Referred to Police.                  | Ongoing   |
| 07/09/14 | Asylum seeker alleged she was sexually assaulted by another asylum seeker.                          | Referred to Police.                  | Ongoing   |
| 28/09/14 | Allegation that local officers gave additional time in shower if asylum seekers exposed themselves. | Investigation                        | Referred to Police.   |
| 07/10/14 | Wilson Security Officer alleges she was sexually assaulted by local Officer.                        | Investigation                        | Referred to Police.   |
| 15/10/14 | Minor asylum seeker alleged he was raped by a minor asylum seeker in the shower.                    | Referred to Police                   | Asylum seeker transferred to Australia for medical treatment. |
| 02/11/14 | Asylum seeker alleged she was being sexually harassed by asylum seeker.                             | Behaviour Management Plan.           | Mediation   |
| 03/11/14 | Asylum seeker alleged she was sexually assaulted by local officer.                                  | Investigation                        | Staff member terminated and matter referred to the Police.    |
| 06/12/14 | Minor asylum seeker claims local officer touched him inappropriately.                               | Investigated and referred to Police. | Staff member terminated.                                      |
| 10/12/14 | Allegations asylum seeker sexually assaulted a local staff member.                                  | Investigation                        | Referred to Police.   |
| 21/12/14 | Asylum seeker alleged she was being sexually harassed by asylum seeker.                             | Behaviour Management Plan.           | Mediation   |
| 15/01/15 | Allegation that local security officer touched minor asylum seeker                                  | Managed by Save the Children.        | Referred to Police.   |



|          |   |   |                                  |
|----------|---|---|----------------------------------|
|          | inappropriately.  |   |                                  |
| 25/01/15 | Asylum seeker alleged that she was been sexually assaulted by other asylum seekers.                             | Investigation. Complaint withdrawn by asylum seekers. | Closed                           |
| 03/02/15 | Asylum seeker alleges she is being sexually harassed by local security officer.                                 | Investigation   | Staff member terminated.         |
| 23/02/15 | Allegation that asylum seeker sexually assaulted minor asylum seekers.  | Managed by Save the Children.                         | Referred to Police               |
| 12/03/15 | Asylum seeker alleged she was sexually assaulted by Save the Children staff member.                             | Managed by Save the Children.                         | No further information available |
| 16/05/15 | Asylum seeker alleged she was sexually assaulted whilst in the local community during an open centre excursion. | Action taken by Police.                               | Ongoing                          |
| 16/05/15 | Asylum seeker alleged she was sexually harassed by asylum seeker.   | Investigation   | Referred to Police.              |

#### 10. Allegation of Rape by Cleaner

Requested by Senator Hanson-Young

Wilson Security is unable to identify any further information regarding an allegation of an asylum seeker being raped by a cleaner at the Regional Processing Centre in Nauru.

#### 11. Timeframe for Implementing Procedures

Requested by Senator Reynolds

In accordance with our contract Wilson Security developed a safety and security management plan, emergency plan and contingency plan for the Regional Processing Centre in Nauru. Wilson Security commenced drafting these documents on 17<sup>th</sup> September 2012 with the documents finalised on 29<sup>th</sup> October 2012.



Following the development of the management plans a number of standard operating procedures and assignment instructions were developed during November 2012. All documents are subject to on-going review and modification.

## **12. Timeframe for Training**

Requested by Senator Reynolds

Wilson Security employed a qualified trainer on 14th September 2012 specifically for the operation in the Regional Processing Centre in Nauru. Training commenced in Nauru on 21st September 2012.

## **13. Risk Assessment**

Requested by Senator Reynolds

An interim security risk assessment was completed and submitted to the Department on 4th October 2012. The risks identified in the assessment included:

- Escape from the centre
- Riot
- Affray
- Hostage
- Suicide
- Attempted Suicide
- Self-Harm
- Rape
- Murder
- Fire
- Blackout
- Unauthorised Access to the Centre
- Perimeter Failure
- Visitor Safety
- Vehicle Accident
- Sickness of fly-in-fly-out workers.

Wilson Security identified control measures to minimise each identified risk and worked with Transfield Services and the Department to implement the control measures.

## **14. Disturbance July 2013**

Requested by Senator Reynolds

Wilson Security fully supported the review into the 19<sup>th</sup> July 2013 incident at the Regional Processing Centre. The review was conducted by Keith Hamburger and a report has been published by the Department. We accept the findings of the report.



### 16. Wilson Security Employees or Subcontractors Disciplined or Terminated.

Requested by Senator Carr

The following table summarises instances where a Wilson Security employee or subcontractor has been disciplined or terminated for their behaviour or performance at the Nauru Regional Processing Centre.

| Date     | Allegation  | Action Taken   | Status |
|----------|---|--|--------|
| 27/11/13 | Allegation of inappropriate relationship between local officer and asylum seeker.             | Staff member terminated.                                   | Closed |
| 12/03/14 | Allegation of inappropriate relationship between Wilson Security officer and asylum seeker.   | Staff member terminated.                                   | Closed |
| 27/03/14 | Wilson Security officer alleged to have used excessive use of force towards an asylum seeker. | Staff member terminated.                                   | Closed |
| 14/11/14 | Allegation of local officer trading contraband.   | Staff member terminated and matter referred to the Police. | Closed |



|          |  |   |        |
|----------|--|---|--------|
| 06/12/14 | Allegation of local officer sexually assaulting asylum seeker.               | Staff member terminated and referred to Police.   | Closed |
| 01/02/15 | Allegation of Wilson Security officer in a relationship with asylum seeker.  | Insufficient evidence to support the allegation. Fixed term contract expired. Not renewed.  | Closed |
| 01/02/15 | Allegation of Wilson Security officer trading contraband for sexual favours. | Staff member suspended during investigation. Insufficient evidence to support the allegation. Fixed term contract expired. Not renewed. | Closed |
| 03/02/15 | Allegation of sexual harassment.   | Staff member terminated.  | Closed |
| 13/03/15 | Allegation of local officer trading contraband for sexual favours.           | Insufficient evidence. Terminated on other performance grounds.   | Closed |
| 14/03/15 | Allegation that local officer threw rock at asylum seeker.                   | Staff member terminated.  | Closed |
| 28/03/15 | Allegation that local officer made sexual gestures towards asylum seeker.    | Staff member resigned.  | Closed |

### 17. Staff Misconduct

Requested by Senator Carr

Wilson Security has a disciplinary procedure that addresses every aspect of the employment relationship including breaches of the code of conduct. Since the commencement of services in Nauru, 32 months ago, we have terminated 25 fly-in-fly-out employees and issued 15 disciplinary warnings. Two of these terminations arose from matters involving asylum seekers, the remainder were internal disciplinary matters.



Wilson Security engages two local companies to provide local Safety and Security officers. The local security subcontractors have terminated 18 staff members collectively for misconduct, excluding incidents of excessive absenteeism.

### **18. Asylum Seekers Frightened**

Requested by Senator Carr

We understand that many asylum seekers have individual circumstances that make them vulnerable and we take our responsibility in providing safety and security seriously. When isolated incidents are reported to Wilson Security, we work with the welfare provider and health provider to implement a management plan to support the asylum seeker.

### **20. Local Staff Ratio**

Requested by Senator Carr

Wilson Security's contract stipulates an obligation to maintain a minimum level of 45% local personnel in the overall resources we provide to deliver security services at the Regional Processing Centre in Nauru.

### **21. Complaint Statistics**

Requested by Senator Carr

Wilson Security has responded to 3278 complaints and requests from asylum seekers between 1st February 2014 and 25th May 2015. This includes 1232 requests to access property held in trust, 792 requests for lost identification cards, 64 reports of lost or stolen property, 425 complaints in regards to conduct of asylum seekers, 180 complaints with regards to conduct of expat staff, 91 complaints with regards to conduct of local staff, and 494 complaints with regards to a process or practise that is not specific to a category of person.



### **23. CCTV**

Requested by Senator Hanson-Young

Closed circuit television is currently installed within Regional Processing Centre 1 in Nauru.

### **24. Body Worn Cameras**

Requested by Senator Gallacher and Senator Hanson-Young

Wilson Security does not maintain a register of persons issued body-worn cameras, however cameras are issued to members of the emergency response team as required.

### **25. Distribution List Intelligence Report**

Requested by Senator Hanson-Young

Intelligence reports are routinely distributed by email to the following organisations associated with the operation at the Regional Processing Centre in Nauru:

- Department of Immigration and Border Protection
- Service Provider Managers including representations from Transfield Services, Wilson Security, Save the Children, and International Health and Medical Services
- Government of Nauru Operations Managers
- Nauru Police Force

### **26. Intelligence Report 30<sup>th</sup> September 2014**

Requested by Senator Hanson-Young

The intelligence report dated 30th September 2014 was prepared by a Senior Intelligence Analyst.

Wilson Security has an obligation to consider the effect of activities which heighten risk to the safety and security of the centre. The intelligence report was prepared following indicators that identified an increase in the risk that Save the Children staff may be involved in facilitating protest activity. This included information indicating leaks to the media, an increase in emotive language used



in Save the Children reports, and distribution of a petition against offshore processing.

The intelligence report dated 30th September 2014 was disseminated by email to a small number of Wilson Security employees, the Department of Immigration and Border Protection, and Transfield Services.

### **27. Action Taken on Intelligence Report 30<sup>th</sup> September 2014**

Requested by Senator Gallacher

Wilson Security was not involved in any direct conversations with individuals from Save the Children who were the subject of the intelligence report dated 30th September 2014.

### **28. Intelligence Collection**

Requested by Senator Hanson-Young

The term “intelligence activities” constitutes the sharing of safety and security information relating the good order of the centre. Wilson Security is unable to quantify for the Committee the exact number of times that intelligence activities are carried out as instructed by the Department. Intelligence activities are carried out on a daily basis within the centre to proactively identify and manage security risks. The Department and senior representative from each Service Provider are involved in meetings on a daily basis to assess these risks and develop strategies to minimise the risk. This often results in Intelligence Analysts prioritising intelligence collection on individuals or cohort groups in order to provide further updates.

### **29. Intelligence Management Plan**

Requested by Senator Hanson-Young

A copy of the intelligence management plan and intelligence collection plan is contained in annexure 2.

### **30. Water Bottles**

Requested by Senator Reynolds

Wilson Security is not aware of any restrictions placed on asylum seekers relating to carrying water bottles within the centre. However, there is currently a restriction of persons entering the centre with an open water bottle, in order to prevent contraband being brought into the centre. On these occasions persons are asked to dispose of the open bottle and provided with a new unopened bottle.

### **31. Disciplinary action and terminations as a result of the Moss Report**

Additional Questions on Notice dated 20 May 2015

Wilson Security had investigated and taken disciplinary action or terminations in respect of all incidents that it was aware of prior to the Moss Review. There was no additional information provided as a result of the Moss Review that enabled us to take any further disciplinary action or termination.





### **32. How many incidents was Brett McDonald aware of prior to the Moss Report?**

Additional Questions on Notice dated 20 May 2015

All incidents provided by Wilson Security to the Moss Review were reported in accordance with the incident reporting guideline. The guideline requires written notification within a nominated period. Brett McDonald was a recipient on the incident notifications.

### **34. Conditions of Employment**

Additional Questions on Notice dated 21 May 2015

The Department is not involved in the recruitment, screening and contracting of Wilson Security staff.

In accordance with our contract there are a number of requirements relating to personnel operating at the Regional Processing Centre in Nauru. This includes ensuring staff:

- are, and remain, of good character and good conduct;
- are considered suitable by Transfield Services having regard to any issues identified in an Australian Federal Police background check and brought to the attention of Transfield Services;
- have a current 'working with children' check or certificate from an Australian jurisdiction or equivalent from the Australian Federal Police or, in the case of any local Personnel, any similar check or certificate;
- undergo induction, orientation and ongoing training that complies with Transfield Services requirements when commencing employment with the Subcontractor or starting work in relation to the Services and during deployment, including training provided by other service providers;
- are appropriately skilled, trained and qualified to provide the Services described in this Agreement;



- are authorised, registered or licensed in accordance with any applicable regulatory requirements for the purposes of or incidental to the performance of the Services;

### **35. Training**

Additional Questions on Notice dated 21 May 2015

Wilson Security has specialised trainers who provide competency based assessments for selected training modules at the Regional Processing Centre in Nauru. This training occurs once staff have successfully completed the rigorous recruitment phase. Where an individual does not meet the competency for a specific training module, they are assessed as not yet competent. In these incidences individuals are provided with additional coaching and development to assist the individual in meeting the requirements. There have been no occasions where we have not been able to assist an individual in achieving the minimum competency level.

### **36. Identification Badges**

Additional Questions on Notice dated 27 May 2015

All staff working at the Regional Processing Centre are provided with a photo identification badge. The badge includes a logo of the service provider that the staff member represents. As such Wilson Security staff and contractors are provided with an identification badge with a Transfield logo. There is no difference between the identification badge of a local staff member and fly-in-fly-out staff member.