

**Senate Inquiry – Incidents at Manus OPC on 16-18 February 2014**

*Request 2 (t)*

*Copies of communications including email correspondence between the DIBP, G4S, Transfield Services, IHMS and the Salvation Army and any other service providers related to the incident of 16-18 February.*

Response 2 (t)

Copies of communications including email correspondence related to the incident of 16-18 February have been provided with this response.

Individuals' names and contact details have been redacted for privacy reasons.

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: URGENT - Further Request for Staff Reinforcements from Port Moresby  
**Date:** Tuesday, 4 February 2014 8:13:10 AM  
**Attachments:** [Intelligence Assessment 2.2.2014.msg](#)

---

Hi F [REDACTED], are you able to assist.

Sent with Good (www.good.com)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, February 03, 2014 11:32 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: URGENT - Further Request for Staff Reinforcements from Port Moresby

[REDACTED],

Picking up the point made about the need for strong messaging to transferees on progress of claims, do we have current communication plans that outline what the message is AND the circumstances when service providers, host governments and/or DIBP staff communicate with transferees? It may assist us in emphasising with key stakeholders the nature of our operations and overall strategy i.e. host governments are responsible, service providers support, etc.

[REDACTED]

Sent with Good (www.good.com)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Sunday, February 02, 2014 01:37 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Subject:** FW: URGENT - Further Request for Staff Reinforcements from Port Moresby

In the event that coordinated activity across on and off shore is planned.

-----Original Message-----

**From:** [REDACTED] [C [REDACTED]]  
**Sent:** Sunday, February 02, 2014 12:35 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: URGENT - Further Request for Staff Reinforcements from Port Moresby

Regards [REDACTED]

[REDACTED]  
Sent with Good ([www.good.com](http://www.good.com))

-----Original Message-----

**From:** [REDACTED] [C [REDACTED]]  
**Sent:** Saturday, February 01, 2014 05:22 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** URGENT - Further Request for Staff Reinforcements from Port Moresby

Dear OPC Correspondence,

Please find a request for further reinforcements from Port Moresby to fly on a charter aircraft on Monday 3<sup>rd</sup> February following further intelligence to suggest protest may continue and culminate in a major event.

In order to lock in the charter aircraft, a decision is required tonight.

Regards,

[REDACTED]

---

[REDACTED]  
MD Immigration Services G4S  
Mobile PNG: [REDACTED]  
Mobile Au: +61 427 965717  
Email: g [REDACTED]  
Web: [www.au.g4s.com](http://www.au.g4s.com)


\*\*\*\*\*  
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\*\*\*\*\*

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: TPs meeting with transferees 14 Feb 2014 - with Waigani input.docx [SEC=UNCLASSIFIED]  
**Date:** Friday, 14 February 2014 5:55:35 PM

---

Looks good. Given the rumours around settlement/return to Australia I think we need to make it crystal clear that that is absolutely not an option.

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Friday, February 14, 2014 05:34 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: TPs meeting with transferees 14 Feb 2014 - with Waigani input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

All – please see attached the final TPs. We have made a couple of minor amendments to the previous version. One of the key things suggested by IOM is that we shouldn't be offering assistance to transferees to get them to countries where they have the 'right of re-entry'. This should instead be a 'right of residence'.

Regards

[REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 4:18 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** TPs meeting with transferees 14 Feb 2014 - with Waigani input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear All

Please find attached the talking points for Sundays gathering. As indicated in Kevin's e mail the delivery time will now be 14:30pm on Sunday, the location will be confirmed soon. The plan is, to have a briefing in the DIBP office on Sunday at 12:00hrs.

Thanks everyone for your time in paring this session.

Regards

[REDACTED]

Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 3:11 PM  
**To:** [REDACTED]  
**Subject:** TPs meeting with transferees 14 Feb 2014 - with Waigani input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

UNCLASSIFIED

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 5:56 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: TPs meeting with transferees 14 Feb 2014 - with [REDACTED] input.docx [SEC=UNCLASSIFIED]

Looks good. Given the rumours around settlement/return to Australia I think we need to make it crystal clear that that is absolutely not an option.

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Friday, February 14, 2014 05:34 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: TPs meeting with transferees 14 Feb 2014 - with [REDACTED] input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

All – please see attached the final TPs. We have made a couple of minor amendments to the previous version. One of the key things suggested by IOM is that we shouldn't be offering assistance to transferees to get them to countries where they have the 'right of re-entry'. This should instead be a 'right of residence'.

Regards

[REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 4:18 PM  
**To:** [REDACTED];  
**Cc:** [REDACTED];  
**Subject:** TPs meeting with transferees 14 Feb 2014 - with [REDACTED] input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear All

Please find attached the talking points for Sundays gathering. As indicated in [REDACTED] e mail the delivery time will now be 14:30pm on Sunday, the location will be confirmed soon. The plan is, to have a briefing in the DIBP office on Sunday at 12:00hrs.

Thanks everyone for your time in paring this session.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 3:11 PM  
**To:** [REDACTED]  
**Subject:** TPs meeting with transferees 14 Feb 2014 - with [REDACTED] input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

UNCLASSIFIED

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: TPs meeting with transferees 14 Feb 2014 - with [REDACTED] i input.docx [SEC=UNCLASSIFIED]  
**Date:** Monday, 3 March 2014 11:52:02 AM  
**Attachments:** TPs meeting with transferees 14 Feb 2014 - with [REDACTED] input.docx

---

UNCLASSIFIED

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 3:52 PM  
**To:** [REDACTED]  
**Subject:** TPs meeting with transferees 14 Feb 2014 - with [REDACTED] input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED]

Would you mind having a look at this document re answers for Sunday, if you could please pay particular attention to any mention of a third country or right of residence/passage.

Happy for your advice.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 3:11 PM  
**To:** [REDACTED]  
**Subject:** TPs meeting with transferees 14 Feb 2014 - with [REDACTED] input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

UNCLASSIFIED

## ANSWERS TO TRANSFEREE QUESTIONS

### 1. Is there a process? What is it?

In short, the process includes:

- a. Initial transferee interviews – to obtain information about you and your journey
- b. Claims Assistance Provider interviews – to help you to document your refugee claims
- c. Refugee Status Determination interviews – to gain further information to assist the PNG Government to assess whether you are a refugee
- d. Review – independent assessment of your claims and review of the initial assessment for people who were assessed not to be refugees
- e. Determination – the final decision on your refugee status by the PNG Minister for Foreign Affairs and Immigration

People who are determined to be refugees will be permitted to settle in PNG.

People who are determined not to be Refugees must return to their home country or another country where they have a right of residence.

### 2. How long are we going to be here?

You are free to leave PNG and return to your home country or another country where you have a right of residence at any time. The IOM is able to assist you with this.

If you choose to remain, this will be a lengthy process. There is no definite timeframe how long you are going to be at the Manus Regional Processing Centre. Your claims will be assessed in order of your arrival and no preference is given to anyone in this refugee claim process.

### **3. When will we have our freedom?**

You have the freedom to leave PNG and return to your home country or another country where you have a right of entry at any time. The IOM is able to assist you with this.

If you choose to remain in PNG, you are required under PNG law to remain at the Centre for as long as it takes to process your refugee claims. This is likely to be a lengthy process.

After your 30 days quarantine period, you will be permitted to go out on escorted activities outside the Centre.

### **4. Will transferees who have been deemed refugees in other countries be given priority in processing?**

No. Your claims will be assessed in order of your arrival and no preference is given to anyone in this refugee claim process.

If you have been granted refugee status elsewhere, your documents will be forwarded to the UNHCR for verification. You should advise your Claims Assistance Provider if you have been granted refugee status elsewhere.

If you have a right of re-entry to the country where you were assessed to be a refugee, you are free to return to that country.

### **5. Why is there no PNG partnership**

The Centre is administered by the Government of PNG under PNG law with the operational and funding support of the Australian Government. PNG Government Officials are always present and maintain overall management and control of the Centre.

If you have any questions that require my attention, please do not hesitate to forward them to me via the service providers.

### **6. Some of the transferees have been interviewed some time ago, what is happening with our process? What is the hold up?**

The Refugee Status Determination process is complex and lengthy. There is no definite timeframe how long it will take. Your claims will be assessed in order of your arrival and no preference is given to anyone in this refugee claim process.



You are free to leave PNG and return to your home country or another country where you have a right of entry at any time. The IOM is able to assist you with this.

**7. Who is responsible for us here on Manus PNG or Aust? (transferees that arrived in Darwin)**

The Manus RPC is established under PNG law and the Government of PNG is responsible for the management, administration and control of the Centre.

The Government of Australia provides funding and operational support, including through contracted service providers such as IHMS, the Salvation Army and G4S.

**8. Why won't Immigration allow media to come and interview us?**

Strict controls have been placed on access to the centre in order to protect the privacy, identity and dignity of all people who reside here.

**9. Will the Australian government take responsibility for our Mental Health problems.**

The Papua New Guinean Government is responsible for the Manus RPC, however, the Australian Government has contracted appropriately trained and experienced service providers to provide services to people at the Manus RPC, including providing health and mental health care services. It is important that you take responsibility for your general and mental health well-being and that you do this in partnership with your medical practitioner. The services that are provided to you are there to help you do that.

**10. The [REDACTED] Lawyer said there was a third country option, why can't we be sent to this other country?**

People who have are found to be refugees will be permitted to settle in PNG.

Neither the Governments of PNG or Australia, nor the UNHCR, will assist people who are found to be refugees to arrange third country resettlement.

Refugees who do not wish to settle in PNG may independently seek to identify a third country that is willing to accept them for resettlement. You are free to leave PNG and return to your home country or another country where you have a right of entry at any time. The IOM is able to assist you with this.

### **11. Why are our human rights not respected?**

The PNG government is a signatory to the UN Refugees Convention and PNG is committed to respecting your human rights, including by providing appropriate safety, security and care arrangements for you while your claims are being assessed.

With all rights come responsibilities: it is the responsibility of everyone to abide by PNG laws. If you break any of PNG's laws you will be dealt with under those laws.

I would also like to remind you that your behaviour and conduct at the Centre will be taken into consideration during your Refugee Status Determination. If you are found guilty of an offence, it may have an impact on your assessment.



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Ops order for Sunday [DLM=For-Official-Use-Only]  
**Date:** Monday, 3 March 2014 11:50:20 AM  
**Attachments:** [image001.gif](#)

---

For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 12:03 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Ops order for Sunday [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi [REDACTED] and [REDACTED]

Can you put together an ops order for the scheduled meeting with the transferee representatives please.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Delivery of answers to the transferees [DLM=For-Official-Use-Only]  
**Date:** Monday, 3 March 2014 11:52:18 AM

---

For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 4:02 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED];  
[REDACTED]  
**Subject:** RE: Delivery of answers to the transferees [DLM=For-Official-Use-Only]

For-Official-Use-Only

Dear [REDACTED]

I concur with your suggestion.

[REDACTED] can we change the delivery time to 14:30 on Sunday please.

Kind regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

**From:** [REDACTED] ] On

Behalf Of [REDACTED]

Sent: Friday, 14 February 2014 4:00 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: Delivery of answers to the transferees [DLM=For-Official-Use-Only]

Dear [REDACTED]

Further to your conversation this afternoon with [REDACTED] regarding timing of the messaging for Sunday can I suggest that the session gets pushed back to 14:30.

Lunch service within the RPC finishes at 14:00 which leaves no time for cleaners to clean the mess area. Given there are often transferees still eating lunch at 14:00 it will be too tight a time frame. The last session held had the transferees in the dining mess 15-30 minutes before the session started.

Can I suggest that we aim to have transferees in and settled by 14:15 and 14:25 with the aim to start the messaging at 14:30?

We would require G4S to clear the mess as quickly as possible right on 14:15 for this to happen in a timely manner.

Regards

[REDACTED]  
RPC Contract Manager Manus Island  
Humanitarian Mission Services  
The Salvation Army

phone [REDACTED]  
mobile [REDACTED]  
fax [REDACTED]  
PNG Mobile [REDACTED]

web [hms.salvos.org.au](http://hms.salvos.org.au)  
twitter @salvoshms

[REDACTED] > wrote: -----  
To: [REDACTED]  
From: [REDACTED]  
Date: 02/14/2014 12:09PM  
Cc: [REDACTED]

Subject: Delivery of answers to the transferees [DLM=For-Official-Use-Only]

For-Official-Use-Only

Dear All

[REDACTED] has raised some issues regarding the proposed timing of this delivery, both DIBP and PNGICSA acknowledge these concerns, we would like to proceed with the delivery of the answers on Sunday, but would suggest it to commence at 2:00pm rather than

4:30pm. Also the preferred location would be the Mess hall in Mike compound. Can I please ask for the briefing to be held at 12:00hrs in the DIBP office on Sunday as planned. I will ensure all interpreters are available for this briefing.

Kind regards

[Redacted]

Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**

Mobile: [Redacted]

Email: [Redacted]

For-Official-Use-Only

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For more information regarding this service, please contact your service provider.

For-Official-Use-Only





**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: DIBP response to question 7 [DLM=For-Official-Use-Only]  
**Date:** Monday, 3 March 2014 11:49:54 AM  
**Attachments:** [REDACTED]

---

For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 11:12 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: DIBP response to question 7 [DLM=For-Official-Use-Only]

For-Official-Use-Only

Dear [REDACTED]

My apologies, this is DIBP's response to Question 9, not 7 as stated in my previous e mail.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 10:59 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** DIBP response to question 7 [DLM=For-Official-Use-Only]

For-Official-Use-Only

Dear [REDACTED]

Please find below DIBP's response to question 7;

7. Will the Australian government take responsibility for our Mental Health problems.

The Papua New Guinean Government is responsible for the Manus RPC, however, the Australian Government has contracted appropriately trained and experienced service providers to provide services to people at the Manus RPC, including providing health and mental health care services. It is important that you take responsibility for your general and mental health well-being and that you do this in partnership with your medical practitioner. The services that are provided to you are there to help you do that.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: URGENT - Further Request for Staff Reinforcements from Port Moresby  
**Date:** Tuesday, 4 February 2014 8:13:10 AM  
**Attachments:** [Intelligence Assessment 2.2.2014.msg](#)

---

Hi F [REDACTED], are you able to assist.

Sent with Good (www.good.com)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, February 03, 2014 11:32 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: URGENT - Further Request for Staff Reinforcements from Port Moresby

[REDACTED],

Picking up the point made about the need for strong messaging to transferees on progress of claims, do we have current communication plans that outline what the message is AND the circumstances when service providers, host governments and/or DIBP staff communicate with transferees? It may assist us in emphasising with key stakeholders the nature of our operations and overall strategy i.e. host governments are responsible, service providers support, etc.

[REDACTED]

Sent with Good (www.good.com)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Sunday, February 02, 2014 01:37 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Subject:** FW: URGENT - Further Request for Staff Reinforcements from Port Moresby

In the event that coordinated activity across on and off shore is planned.

-----Original Message-----

**From:** [REDACTED] [C [REDACTED]]  
**Sent:** Sunday, February 02, 2014 12:35 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: URGENT - Further Request for Staff Reinforcements from Port Moresby

[REDACTED]

Thank you for this.

Find enclosed the latest intelligence report which seems to be pointing towards an event on Wednesday or Thursday.

Will keep you updated with progress on all those issues you raise below, and advise on contingency planning as well.

Many thanks.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Sunday, 2 February 2014 12:30 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: URGENT - Further Request for Staff Reinforcements from Port Moresby

[REDACTED] further to your email advice below and based on this addnl information the dept agrees to the addnl 100 staff.

Please also progress the holistic approach in collaboration with Anthony and his team on island. Updates would be appreciated as to initiatives taken and impacts in centre dynamics.

Please also liaise with png flying squad and transport on the charter tomorrow any ppe and riot response items they need assistance with.

Please also update intel reports and ops plans as necessary and brief png icsa management in collaboration with Anthony,

Regards [REDACTED]

[REDACTED]  
Sent with Good ([www.good.com](http://www.good.com))

-----Original Message-----

**From:** [REDACTED] [C [REDACTED]]  
**Sent:** Sunday, February 02, 2014 10:27 AM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: URGENT - Further Request for Staff Reinforcements from Port Moresby

██████

Many thanks for your email.

We consistently seek to improve the amenities at Manus Island through increased access to communications, better access to fruit and so on. This is part of our ongoing programme of providing Garrison Support. However, we disagree with your assessment of the threat posed by the current series of demonstrations, and we disagree that only 30 additional officers will be adequate. There was another spontaneous series of demonstrations last night. The intelligence we are receiving continues to point to some event involving pushing over fences or lighting fires.

The reason we need additional officers onsite is that there is inadequate fencing and it can be pushed down with little effort, whereupon access to the administration areas and maintenance areas will be almost instant. As part of our contingency planning, we are minimising the exposure of risk to this by removing everything we can, but the Satellite system and our servers are there. (The fencing was generally adequate at Villawood and although there were breaches in the high security fencing at NWP (in the raceway to Aqua Lilac) other fencing was high security. This is not the case on Manus). The medical centre was burnt down at Villawood, and, once again, the fenceline adjacent to IHMS is just chainlink and post. The transferees could be there within seconds if a deliberate attempt to gather and push the fenceline down was made. There is no CCTV as there was at NWP.

This effectively means you have to 'man the fenceline' if you are to provide a deterrent to people rushing the fence. This requires hundreds of extra staff given the high number of transferees at the Centre.

Manus Island is very remote, so it is imperative to forward base security staff in periods of tension. It is true that there are local guards available, and we are already increasing their numbers, but their attendance is not always reliable to the numbers we require. By having offshore based POM guards based there and confined to the Centre, we have instant access to extra guards.

The issue that the Transferees are protesting about is not about access to better amenity, but about knowing what is happening to them. All our reports are saying they want engagement with local Immigration staff. It has been normal in the past for previous DIBP officers and PNG ICSA officers to make themselves available, even after a protest for Q&A sessions, and this has generally resulted in an easing of tensions, even if the Transferees didn't like what they are hearing. The feedback I'm receiving is that the Transferees 'get' that they are not going to Australia, but they want to know what's happening and to see progress of some sort in status determination. The latter lack of information or progress helped cause the riots on Christmas Island in 2011, although in that case, amenities and access to P&A had almost completely broken down due to overcrowding.

I urge the department to reconsider its decision not to agree to the additional 100 guards, which we urgently need to deal with the increasing tension. We take on board the need to increase amenity and will continue to work on this.

All Port Moresby guards are trained as per the G4S Pre-Employment Security Officers Course and

most have received additional public order management training, although additional training will take place when they arrive. However, I'm not sure about your point about 'just holding ground'. That is a key requirement for any security officer, and would help to prevent the rushing of fences.

In the meantime, please confirm that you authorise the 30 seater charter for the downward revised number of guards. This will be at the same price the reinforcement on Saturday.

Happy to discuss further.

Regards,

[REDACTED]

---

**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Saturday, 1 February 2014 7:33 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: URGENT - Further Request for Staff Reinforcements from Port Moresby

[REDACTED]

The dept has considered your request at the island and national office level. Per our discussions I advise the following.

We request an wholistic approach to the operational issues identified including a stakeholder plan to focus not only on a security response but also one that focuses on amenity provided, eg access to internet, phone, fresh fruit, towels and clothing, messaging etc. Anthony will advise full rqts to your on island team.

We don't believe from the intell reports, information on ground and experience from previous outbreaks of civil disorder, that the additional number of security staff, in addition to the 30 addnl agreed to yesterday, as requested by G4s is currently warranted given that the risk rating has not increased above amber.

G4S had indicated that they have conducted local recruitment exercises for security officers. We believe they should be drawn on first prior to drawing on officers from PoM. If you could advise on this.

Notwithstanding this - approval is given to the provision of an additional 30 officers - with an undertaking from G4S that these officers are trained and able to respond in sn effective and rapid manner in the event of a deterioration in current protest activity.

We do not want a situation where officers standby or simply hold there ground. We require an effective, wholistic response with a suite of engagement measures with the transferees.

You indicated during our discussions you thought an additional 30 was not an effective response given the state of opc facilities and risks identified.

Will await any advice once you have had the opportunity to consider the depts position and approval.

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Transferees arrested  
**Date:** Sunday, 16 February 2014 11:08:46 PM

---

Hi [REDACTED]

The below transferees have been arrested and taken to the local police station;

[REDACTED] (Iran), [REDACTED] (Iraq), [REDACTED] (Lebanese), [REDACTED]  
[REDACTED] (Iran), [REDACTED] (Egypt), [REDACTED] (Lebanese).

[REDACTED] (Iran), is waiting to be picked up by the Police.

[REDACTED]

Sent with Good ([www.good.com](http://www.good.com))





**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: URGENT for MO: Manus disturbance Draft Media TPs [DLM=For-Official-Use-Only]  
**Date:** Sunday, 16 February 2014 11:15:59 PM

---

For-Official-Use-Only

[REDACTED]  
Director  
Manus Operations Coordination Section  
Offshore Detention Operations Branch  
Offshore Detention & Returns Task Group  
Department of Immigration and Border Protection  
[REDACTED]  
[REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Sunday, 16 February 2014 11:11 PM  
**To:** [REDACTED]  
**Subject:** FW: URGENT for MO: Manus disturbance Draft Media TPs [DLM=For-Official-Use-Only]

[REDACTED]  
Can you start on the brief. Options are limited. Nauru... legal issues, spreading the risk, seen as a reward. No hardened infrastructure.

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Sunday, February 16, 2014 11:07 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Subject:** RE: URGENT for MO: Manus disturbance Draft Media TPs [DLM=For-Official-Use-Only]

Agreed. Have spoken with [REDACTED] who also agrees. However, we will need to do fulsome brief for Minister tomorrow morning including identifying options for relocating the primary perpetrators.

[REDACTED]  
Head | Offshore Detention and Returns Task Group  
Department of Immigration and Citizenship  
p: [REDACTED] m: + [REDACTED]  
[REDACTED]

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Sunday, February 16, 2014 10:55 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Subject:** RE: URGENT for MO: Manus disturbance Draft Media TPs [DLM=For-Official-Use-Only]

Number OF

Number of transferees have required medical treatment rather than have presented themselves

Rest looks fine

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Sunday, February 16, 2014 10:53 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Subject:** FW: URGENT for MO: Manus disturbance Draft Media TPs [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi [REDACTED]

Talking points for Natcomms for clearance

Regards  
[REDACTED]

- **The department can confirm that there has been a disturbance at the Manus Offshore Processing Centre this evening.**
- **It has been reported that the PNG Police have arrested a number transferees in relation to the incident.**
- **Service providers have also reported that a number of transferees have presented themselves to the IHMS clinic for medical attention and that there has been some minor property damage to the centre.**
- **Any further questions should be directed to the Papua New Guinean authorities.**

**If asked:**

**Were staff evacuated from the centre?**

- **It is understood that all non-essential staff were evacuated from the centre.**
- **It is also understood that essential DIBP, IHMS and G4S staff remain at the centre.**

[REDACTED]  
Director

Manus Operations Coordination Section  
Offshore Detention Operations Branch

Offshore Detention & Returns Task Group  
Department of Immigration and Border Protection

( [REDACTED]  
[REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**Sent:** Sunday, 16 February 2014 10:36 PM  
**To:** [REDACTED]  
**Subject:** RE: URGENT for MO: Manus disturbance Draft Media TPs [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi [REDACTED]

As discussed.

- **A disturbance at the Manus Offshore Processing Centre this evening has been reported.**
- **It has also been reported that the PNG Police have arrested a number transferees in relation to the incident.**
- **Some transferees have reported to IHMS for medical attention.**
- **Some property damage to the centre has been reported.**
- **The department has requested a full report from the garrison service provider into the circumstances of the reported disturbance.**

If asked:

Were staff evacuated from the centre?

- **It is understood that non-essential staff were evacuated from the centre.**
- **It is also understood that essential DIBP and G4S staff remained at the centre.**

---

[REDACTED]  
Assistant Director  
Manus Operations Coordination Section (MOCS)  
Offshore Detention and Returns Task Group  
Department of Immigration & Border Protection  
T: [REDACTED] | E: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**Sent:** Sunday, 16 February 2014 10:23 PM  
**To:** [REDACTED]  
**Subject:** FW: URGENT for MO: Manus disturbance Draft Media TPs [DLM=For-Official-Use-Only]

For-Official-Use-Only

[REDACTED]  
Director  
Manus Operations Coordination Section  
Offshore Detention Operations Branch  
Offshore Detention & Returns Task Group  
Department of Immigration and Border Protection

[REDACTED]  
[REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**Sent:** Sunday, 16 February 2014 10:20 PM  
**To:** [REDACTED]  
**Subject:** FW: URGENT for MO: Manus disturbance Draft Media TPs

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Sunday, February 16, 2014 10:10 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** URGENT for MO: Manus disturbance Draft Media TPs

Hi [REDACTED]

We have a media inquiry from ABC Radio News in Sydney asking us to confirm a riot at Manus detention centre and asking for details. Based on the latest Sit Reps,  
I have prepared the following draft TPs for your urgent approval to go to the MO to handle this inquiry and others we expect will come through in the coming hours. Can you please approve at the earliest opportunity this evening.

- **We can confirm a disturbance at the Manus Offshore Processing Centre earlier this evening.**
- **The incident was brought under control by PNG Police and the garrison service provider, G4S.**
- **PNG Police arrested six transferees in relation to the incident.**
- **A number of other transferees sustained minor injuries are receiving appropriate medical treatment.**
- **Some property damage to the centre was sustained, including**

- damage to fences.
- Order has now been restored to the centre and the situation is being closely monitored.
- The department has requested a full report from the garrison service provider into the circumstances of the disturbance.

If asked:

Were staff evacuated from the centre?

- Some non-essential staff were evacuated from the centre and relocated to the ship, Bibby Progress, as a precaution.
- DIBP and GSS staff remained at the centre throughout the disturbance.

Thanks

[REDACTED]



**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: TPs meeting with transferees 14 Feb 2014 - with Waigani input v4.docx [SEC=UNCLASSIFIED]  
**Date:** Sunday, 16 February 2014 11:52:34 AM  
**Attachments:** [TPs meeting with transferees 14 Feb 2014 - with Waigani input.docx](#)

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UNCLASSIFIED

All,

I've now had a good read of the last document I saw which I have re-attached here and am concerned that we are not consistently using the term residence vs right of entry/re-entry.

Questions 3, 4, 6 and 10 still make references to right of re-entry.

There is a typo at 6 in the spelling of lengthy.

The other comment and this is significant in terms of consistency with what utilise in returns and removals space and that any reference to "residence" in another country should be preceded with "long term" given some countries allow people short term entries of between two weeks and three months, these are not durable and might set unrealistic expectations about where people can go to in seeking third country options.

Perhaps we need a further line about individual circumstances will determine whether third country options are even are consideration?

[REDACTED]

[REDACTED]

Director  
NSW & ACT Detention Case Resolution  
Status Resolution Services - East  
Department of Immigration and Border Protection  
PO BOX 9984, Sydney, NSW 2001 Australia  
T - [REDACTED]  
M - [REDACTED]  
Email: [REDACTED]  
Website: [www.immi.gov.au](http://www.immi.gov.au)

UNCLASSIFIED

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**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 5:56 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: TPs meeting with transferees 14 Feb 2014 - with Waigani input.docx [SEC=UNCLASSIFIED]

Looks good. Given the rumours around settlement/return to Australia I think we need to make it crystal clear that that is absolutely not an option.

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Friday, February 14, 2014 05:34 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: TPs meeting with transferees 14 Feb 2014 - with Waigani input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

All – please see attached the final TPs. We have made a couple of minor amendments to the previous version. One of the key things suggested by IOM is that we shouldn't be offering assistance to transferees to get them to countries where they have the 'right of re-entry'. This should instead be a 'right of residence'.

Regards

[REDACTED]

UNCLASSIFIED

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**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 4:18 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** TPs meeting with transferees 14 Feb 2014 - with Waigani input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear All

Please find attached the talking points for Sundays gathering. As indicated in Kevin's e mail the delivery time will now be 14:30pm on Sunday, the location will be confirmed soon. The plan is, to have a briefing in the DIBP office on Sunday at 12:00hrs.

Thanks everyone for your time in paring this session.

Regards

[REDACTED]



Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

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**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 3:11 PM  
**To:** [REDACTED]  
**Subject:** TPs meeting with transferees 14 Feb 2014 - with Waigani input.docx [SEC=UNCLASSIFIED]

UNCLASSIFIED

UNCLASSIFIED

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** for background [DLM=For-Official-Use-Only]  
**Date:** Sunday, 16 February 2014 11:59:48 PM  
**Attachments:** image001.gif

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For-Official-Use-Only

**MANUS Island is believed to be in lockdown as desperate asylum seekers' protests turned violent.**

A spokeswoman from the Department of Immigration and Border Protection confirmed "a disturbance" on the island.

Refugee Action Collective spokesman [REDACTED] said riot police were called in to the detention centre as events escalated.

Tensions boiled over at a meeting on Sunday afternoon where refugees were told they would not be resettled in Papua New Guinea, he said.

"Shockingly, the asylum seekers were told that they 'will not be resettled in PNG' and if they wanted to go somewhere else, they will need to arrange that themselves," [REDACTED] said.

The riot squad were mobilised as fences were knocked down by the asylum seekers, a fire broke out and tents were destroyed, he said.

"There are reports of asylum seekers being injured by G4S guards. Some asylum seekers have been taken to the police station."

Several unconfirmed Twitter reports suggested 30 detainees may have fled from the detention centre as the riots continued.

Immigration Minister [REDACTED] could not be reached by the *Herald Sun* for comment.

[REDACTED]  
Director  
Manus Operations Coordination Section  
Offshore Detention Operations Branch  
Offshore Detention & Returns Task Group  
Department of Immigration and Border Protection

[REDACTED]  
[REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

**From:** [REDACTED] on behalf of [clientservices.manus@aue.salvationarmy.org](mailto:clientservices.manus@aue.salvationarmy.org)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** MIRPC Operations Minutes 16/02/2014  
**Date:** Sunday, 16 February 2014 12:58:17 PM  
**Attachments:** [MIRPC Operations Meeting Minutes 2014.02.16.docx](#)

---

Good Morning All,

Please see the attached minutes.

Please advise if you require any amendments.

Regards

[REDACTED]  
Client Services Manager  
Humanitarian Mission Services  
The Salvation Army

phone + [REDACTED]  
mobile + [REDACTED]  
fax + [REDACTED]

web [hms.salvos.org.au](http://hms.salvos.org.au)  
twitter @salvoshms



F01-01

Document Number: F01-01

Issue: 1

Issue Date: 11 July 2013

Review Date: 12 July 2014

MIRPC Operations Meeting Minutes

TSA Approved by: RPC Contract Manager

**Date:** 16 February 2014

**Time:** 09:02

**Location:** DIBP

**Attendees:**

• DIBP - [REDACTED]	•
• TSA - [REDACTED] (Chair)	•
• STTARS - [REDACTED]	•
• G4S - [REDACTED]	•
• G4S - [REDACTED]	•
• IHMS - [REDACTED]	•
• IHMS - [REDACTED]	•

<b>Item 1</b>	<b>Welcome &amp; Apologies</b>
	Apologies received from [REDACTED] (PNGICSA), [REDACTED] (PNGICSA), DIBP - [REDACTED], TSA - [REDACTED], TSA - [REDACTED] (Secretary), G4S - [REDACTED], G4S - [REDACTED], G4S - [REDACTED], IOM - [REDACTED]

<b>Item 2</b>	<b>Previous Minutes reviewed and accepted</b>
	Nil amendments have been made to the minutes of the Operations Meeting held Saturday 15th February 2014.

Item 3 Intelligence Briefing					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
3.01	Nominal Roll	Charlie compound – 6 Delta (1-5) compound – 244 Delta Nine compound – 3 Foxtrot compound – 327 Green zone – 2 Mike compound – 424 Oscar compound – 328  Onsite: 1,334 Port Moresby (medical) – 6 En route to the MIRPC - 1  <b>Total – 1,341</b>			
3.02	PSP/VS Update	1. One (1) transferee is currently on High PSP observation. 2. Two (2) transferees are currently on Moderate PSP observation. 3. One (1) transferee is currently on Ongoing PSP observation. 4. Three (3) transferees are on voluntary starvation.	1. Nil  2. Nil  3. Nil  4. Nil		
3.03	Movements	1. Seven (7) excursions planned for today. – Two (2) running groups – Three (3) sporting activities on the Navy field – One (1) sunset excursion – One (1) Church excursion 2. One (1) transferee due to arrive to the OPC today.	1. Nil          2. Nil		
3.03	Incidents	1. There were no peaceful protests during the day or at night yesterday, across all compounds.	1. Nil		
3.04	Intelligence	1. There were no protests conducted at the MIRPC yesterday. The weather may have had some impact	1. Nil		

		<p>on this.</p> <p>2. The most likely catalyst for any escalation of the protests, within the MIRPC, remains the DIBP/PNG response to the questions that the transferees posed on 05/02/2014 in the DIBP meeting; the meeting is scheduled to take place today – 16.02.02014</p> <p>3. Information from various sources suggests that there will be a week or month of silence in respect of the protests.</p> <p>4. There continues to be a focus on gathering information regarding organisers and agitators. The main message is that transferee concerns have been listened to and that they should give the RSD process a chance to consider their cases.</p> <p>5. This continues to be messages to those identified. Additionally, identification of those who do not wish to protest continues to take place, this allows appropriate support and reassurance to be offered for those who are wavering or have no wish to take park and this has been identified as particularly successful in respect of the numbers of transferees coming forward to indicate no interest in the protests or more significantly withdrawal from the protests.</p> <p>6. This message seems to be positively received but we continue to message key points around lawful behaviour in PNG and how unlawful behaviour may potentially affect a transferees ability to avail themselves of the RSD narrative as it progresses.</p> <p>7. The core group of protesters have been identified across the compounds and the core groups continue to consist of mainly Iranian and Iraqi transferees.</p> <p>8. Staff continue to monitor compounds for signs of</p>	<p>2. Nil</p> <p>3. Nil</p> <p>4. Nil</p> <p>5. Nil</p> <p>6. Nil</p> <p>7. Nil</p> <p>8. Nil</p>		
--	--	---	---	--	--

		attempts to manufacture alcohol and their effects. 9. TSA and G4S staff continue to have a presence in compounds and engaging with transferees in attempts to alleviate the tension in compounds.	9. Nil		
3.05	Facility risk rating	Threat of Voluntary Starvation – GREEN Self-Harm / Suicide – GREEN Violent Unrest – AMBER <b>Centre Status = AMBER</b>	The overall MIRPC Centre Risk Status is currently AMBER due to the centre being moderately tense and intelligence indicating that a potential exists for violent unrest.		

Item 4 PNG ICOSA					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
4.01	Operational Issues				

Item 5 DIBP					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
5.01	Staffing arrivals/departures	1. Nil	1. Nil		
5.02	Significant Operational issues	1. Confirming there is a 12:00pm briefing being held for the messaging this afternoon.	1. A brief is to be held at 12:00 in preparation for the transferee messaging.	All SPs	
5.03	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		

Item 6		G4S			
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
6.01	Staffing Arrivals/departures	1. Nil	1. Nil		
6.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
6.03	Significant Operational issues	1. Messaging Information - Briefing will be held with Carl at 12:00pm. IRT are onsite. ECO will be stood too. 2. Nil protests last night. 3. 2 ongoing investigations. 1 x cutting of smoke alarm wires and 1 x reports of smoking on roof of bibby. Please advise all staff that they are not to smoke on the roof of the bibby. 4. Issue in Delta mess which resulted in a transferee with a small abrasion on top of hand. Was sent to IHMS. –	1. Nil  2. Nil  3. Nil  4. Nil		



Item 7 IHMS					
Item #	Date raised	Description	Action / Progress Update	Assed	Due Date / Completed Date
7.01	Staffing Arrivals/departures	1. Nil	1. Nil		
7.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
7.03	Significant Operational issues	1. One (1) transferee currently isolated with gastro. 2. Three (3) transferees are on voluntary starvation. 3. One (1) transferee is currently on High Imminent PSP observation. 4. Two (2) transferees are currently on Moderate PSP observation. 5. One (1) transferee is currently on Ongoing PSP observation.	1. Nil  2. Nil  3. Nil  4. Nil  5. Nil		

Item 8 IOM					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
8.01	Operational Issues				

Item 9 STTARS					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
9.01	Operational Issues	1. Nil	1. Nil		

Item 10 The Salvation Army (TSA)					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
10.01	Staffing Arrivals/departures	1. Nil	1. Nil		
10.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
10.03	Significant Operational issues	1. Yesterday, 1,217 transferees took part in structured Programs and Activities and 901 transferees took part in Education classes.	1. Nil	TSA	

Item 11 WHS Meeting					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
11.01	Incidents	1. One (1) transferees are currently isolated with gastro. 2. One (1) staff member fell last night on the bibby. Is currently an inpatient with IHMS.	1. Nil		

Item 12 Confirm stakeholder / governance / induction meetings for the day					
12.01	1. 12:00 Messaging Brief 2. 14:30 PSP Meeting (E block)				

Meeting concluded 09:10

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** RE: Feb 16 2014 Unrest Manus OPC (3).docx [DLM=For-Official-Use-Only]  
**Date:** Monday, 17 February 2014 10:19:45 AM

---

Great, thanks. [REDACTED]

Sent with Good (www.good.com)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, February 17, 2014 10:18 AM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Feb 16 2014 Unrest Manus OPC (3).docx [DLM=For-Official-Use-Only]

Specifics have been asked of [REDACTED] to raise immediately in the 9am debrief on Manus. Soon as he answers he will call them through.

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, February 17, 2014 10:10 AM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Feb 16 2014 Unrest Manus OPC (3).docx [DLM=For-Official-Use-Only]

[REDACTED]  
Thanks for this

We have been advised that MIBP needs a full refresh of facts and TPs.

I've advised [REDACTED] and [REDACTED] that I will need this by 10.45.

Thanks

[REDACTED]  
Sent with Good (www.good.com)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, February 17, 2014 10:06 AM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Feb 16 2014 Unrest Manus OPC (3).docx [DLM=For-Official-Use-Only]

For-Official-Use-Only

My apologies [REDACTED]

I accidentally dropped off the talking points and the point on the face to photo id wasn't very clear. I am also amending to include information on [REDACTED] and additional information that the MO have requested, but we are waiting on G4S to provide the reports on damage and the sitrep, which they have committed to provide in the next hour.

Regards

[REDACTED]

[REDACTED]

Director  
Manus Operations Coordination Section  
Offshore Detention Operations Branch  
Offshore Detention & Returns Task Group  
Department of Immigration and Border Protection

[REDACTED]

[REDACTED]

Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**Sent:** Monday, 17 February 2014 9:59 AM  
**To:** [REDACTED]  
**Subject:** FW: Feb 16 2014 Unrest Manus OPC (3).docx [DLM=For-Official-Use-Only]

For-Official-Use-Only

[REDACTED]

Assistant Secretary  
Department of Immigration and Border Protection  
Telephone: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**Sent:** Monday, 17 February 2014 9:28 AM  
**To:** [REDACTED]  
**Subject:** RE: Feb 16 2014 Unrest Manus OPC (3).docx [DLM=For-Official-Use-Only]

Further to previous comment , there is no mention of face to photo check outcome,

contribution, and critical incident review m

Sent with Good ([www.good.com](http://www.good.com))

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, February 17, 2014 09:28 AM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Subject:** FW: Feb 16 2014 Unrest Manus OPC (3).docx [DLM=For-Official-Use-Only]

Re these.

While great facts They are not actually TPs?

I only have facts. Am I missing something

[REDACTED]

Sent with Good ([www.good.com](http://www.good.com))

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, February 17, 2014 08:43 AM AUS Eastern Standard Time  
**To:** National Comms  
**Cc:** [REDACTED];  
[REDACTED]  
**Subject:** Feb 16 2014 Unrest Manus OPC (3).docx [DLM=For-Official-Use-Only]

For-Official-Use-Only

Talking points for the minister's interview with Ray Hadlee this morning.

Regards

[REDACTED]

For-Official-Use-Only



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Reestablishing BAU [DLM=For-Official-Use-Only]  
**Date:** Monday, 17 February 2014 11:58:31 AM

---

For-Official-Use-Only

Apologies, should have included you on this one.

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Monday, 17 February 2014 10:57 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Reestablishing BAU [DLM=For-Official-Use-Only]

For-Official-Use-Only

All

We have had our meeting this morning regarding re-establishing BAU.

An initial damage assessment has been completed and G4S are providing a rundown on urgent works, a CAPEX request will be coming through shortly.

We are looking to have the entry interviews recommence this afternoon with CAPs recommencing tomorrow.

We will meet with the base XO shortly, requesting that we be able to put in place road blocks along route pugwash to minimise the chance of further disruption to the centre from the local population.

Local police are currently onsite and in discussion with Wilson from ICSA. More information should be forthcoming shortly in relation to charges and anticipated length of detention at the police station.

Further discussions are being had between G4S and the police with regards to Mobile Squad walk throughs/area familiarisation. They are also exploring the opportunity for a search of the compound as last night provided opportunity for acquisition of weapons.

TSA are bringing staff back onsite with a focus on P&A and individual engagement.

At this point in time, a small contingency of TSA locally engaged staff are onsite and G4S are managing the level of locally engaged staff within the centre. At this stage there are no locally engaged staff within the compounds.

All agencies are managing their staff to assist in managing fatigue, maintaining services and ensuring we are well placed to manage any further disruption. We will continue to monitor the

staff's response to the situation, at this stage there may be a few staff from across agencies returned home. From the DIBP perspective, one CAPs lawyer and one interpreter are likely to return early.

We are also looking at a strategy regarding the reintroduction of the messaging delivered yesterday afternoon prior to the commencement of incidents. Our preferred strategy here on island is to have the document badged with the ICSA and DIBP logos, translated and distributed to transferees. Wilson has agreed that this is a sensible strategy. Jeffrey is not currently onsite and has advised he is likely to be in at around midday. [REDACTED] do we have your approval for this? If so can you please advise a timeframe for translation?

We have advised G4S to refer to the NatComms duty phone number in response to any media enquiries. I am happy to do a spot on Radio Manus if you would like. [REDACTED] please advise if you would like this to proceed and I will draft some talking points, I think the key to any local communications would be that the situation is in control, cooperation between G4S and the police is ensuring the security of the centre and the safety of the transferees and the local community.

The two Wilsons guys onsite will be briefed by [REDACTED] on all relevant information and the same information will be provided to Transfield once onsite.

Let me know if you would like any further information or have any suggestions.

Regards

[REDACTED]  
DIBP Centre Coordinator  
Manus Island Offshore Processing Centre  
Department of Immigration and Border Protection  
+ [REDACTED]  
+ [REDACTED]  
[REDACTED]

For-Official-Use-Only



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Transferees currently in police custody [DLM=For-Official-Use-Only]  
**Date:** Monday, 17 February 2014 1:43:41 AM

---

For-Official-Use-Only

[REDACTED]

In lieu of calling this through as it is all simply data as opposed to an update, here are names and boat IDs of all transferees taken into police custody this evening:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

We don't have any further detail at this stage.

Regards

[REDACTED]  
DIBP Centre Coordinator  
Manus Island Offshore Processing Centre  
Department of Immigration and Border Protection

[REDACTED]  
[REDACTED]  
[REDACTED]

For-Official-Use-Only



**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Transferees currently in police custody v1[DLM=For-Official-Use-Only]  
**Date:** Monday, 17 February 2014 2:31:42 AM

---

You might want to include mention of the eighth in the last sitrep.

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, February 17, 2014 02:30 AM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Transferees currently in police custody [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi [REDACTED]

In reference to [REDACTED] email on subs etc. In case this information is needed.

Cheers  
[REDACTED]

---

[REDACTED]  
Assistant Director  
Manus Operations Coordination Section (MOCS)  
Offshore Detention and Returns Task Group  
Department of Immigration & Border Protection  
T: [REDACTED] | E: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Monday, 17 February 2014 2:29 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Transferees currently in police custody [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hey [REDACTED]

[REDACTED] and [REDACTED] were both collected from the centre by police at 23.31. All others were collected at 20.00.

Regards  
[REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Monday, 17 February 2014 1:01 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Transferees currently in police custody [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi [REDACTED]

When did the eighth one go [REDACTED]

Thanks

[REDACTED]

---

[REDACTED]  
Assistant Director  
Manus Operations Coordination Section (MOCS)  
Offshore Detention and Returns Task Group  
Department of Immigration & Border Protection  
T: [REDACTED] | E: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Monday, 17 February 2014 1:44 AM  
**To:** [REDACTED]  
**Subject:** Transferees currently in police custody [DLM=For-Official-Use-Only]

For-Official-Use-Only

[REDACTED]

In lieu of calling this through as it is all simply data as opposed to an update, here are names and boat IDs of all transferees taken into police custody this evening:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

We don't have any further detail at this stage.

Regards

[REDACTED]  
DIBP Centre Coordinator  
Manus Island Offshore Processing Centre  
Department of Immigration and Border Protection

[REDACTED]  
[REDACTED]  
[REDACTED]

For-Official-Use-Only



**From:** [REDACTED] g  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** MIRPC Operations Meeting minutes - 17 February 2014  
**Date:** Monday, 17 February 2014 4:40:27 PM  
**Attachments:** [MIRPC Operations Meeting Minutes 2014.02.17.docx](#)

---

Dear All

Apologies for the delay, please find attached minutes from today's Operations Meeting.

Regards

[REDACTED]

---

[REDACTED]  
Personal Assistant to Manus Island RPC Contract Manager  
Humanitarian Mission Services  
The Salvation Army

phone + [REDACTED]  
mobile + [REDACTED]  
fax + [REDACTED]

web [hms.salvos.org.au](http://hms.salvos.org.au)  
twitter @salvoshms

\*\*\*\*\*

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F01-01

Document Number: F01-01

Issue: 1

MIRPC Operations Meeting Minutes

Issue Date: 11 July 2013

TSA Approved by: RPC Contract Manager

Review Date: 12 July 2014

Date: 17 February 2014

Time: 09:04

Location: DIBP

Attendees:

• DIBP - [REDACTED]	• G4S - [REDACTED]
• DIBP - [REDACTED]	• G4S - [REDACTED]
• TSA - [REDACTED] (Chair)	• G4S - [REDACTED]
• TSA - [REDACTED]	• G4S - [REDACTED]
• TSA - [REDACTED] (Secretary)	• IHMS - [REDACTED]
• STTARS - [REDACTED]	• IHMS - [REDACTED]
• STTARS - [REDACTED]	

<b>Item 1</b>	<b>Welcome &amp; Apologies</b>
	Apologies received from [REDACTED] (PNGICSA), [REDACTED] (PNGICSA) and IOM.

<b>Item 2</b>	<b>Previous Minutes reviewed and accepted</b>
	Nil amendments have been made to the minutes of the Operations Meeting held Sunday 16 <sup>th</sup> February 2014.

Item 3 Intelligence Briefing					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
3.01	Nominal Roll	Charlie compound – 8 Delta (1-5) compound – 245 Delta Nine compound – 5 Foxtrot compound – 325 Mike compound – 414 Oscar compound – 328  Onsite: 1,325 Lorengau Police Station - 8 Port Moresby (medical) – 6 Australia (medical) - 1  <b>Total – 1,340</b>			
3.02	PSP/VS Update	<ol style="list-style-type: none"> <li>One (1) transferee is currently on High PSP observation.</li> <li>Three (3) transferees are currently on Moderate PSP observation.</li> <li>One (1) transferee is currently on Ongoing PSP observation.</li> <li>Two (2) transferees are on voluntary starvation.</li> </ol>	<ol style="list-style-type: none"> <li>Nil</li> <li>Nil</li> <li>Nil</li> <li>Nil</li> </ol>		
3.03	Movements	<ol style="list-style-type: none"> <li>All excursions have been suspended for the day.</li> <li>One (1) transferee is scheduled to depart the MIRPC today.</li> </ol>	<ol style="list-style-type: none"> <li>Nil</li> </ol>		
3.03	Incidents	<ol style="list-style-type: none"> <li>There was significant disorder across the MIRPC last night in Foxtrot, Mike and Oscar compounds. Answers to questions posed by the transferees was not received well by community representatives and protest action began in Oscar as transferees who attended the meeting returned to the compound.</li> <li>G4S personnel cleared on-involved transferees from Oscar compound into Bravo and Charlie compounds.</li> </ol>	<ol style="list-style-type: none"> <li>The lack of protesting could be attributed to weather conditions.</li> <li>Nil</li> </ol>		

3.04	Intelligence	<ol style="list-style-type: none"> <li>1. Intelligence has been received regarding possible helicopters en route to the MIRPC chartered by Australian media.</li> <li>2. Intelligence has been received indicating that there may be further possible protests from Mike compound.</li> <li>3. There were approximately 300 transferees involved in protests across the MIRPC yesterday.</li> <li>4. Intelligence suggests that there will be further protests in Mike compound at some point today.</li> <li>5. Intelligence suggests that there will be further protests in Foxtrot compound at some point today.</li> <li>6. Intelligence suggests that there is consideration anger and fear from transferees regarding PNG nationals.</li> <li>7. There is a raised chance of self-harm and attempted suicides.</li> <li>8. There continues to be a focus on gathering information regarding organisers and agitators. The main message is that transferee concerns have been listened to and that they should give the RSD process a chance to consider their cases.</li> <li>9. Service Providers continue to communicate messaging that unlawful behaviour in PNG may affect their RSD process.</li> <li>10. Intelligence suggests that there will be an escalation of disorder in the days after the DIBP meeting if the meeting fails to resolve issues for the transferees in Oscar compound.</li> <li>11. Information continues to be received from multiple sources indicating that the peaceful protest may escalate and result in a larger event such as fence jumping or fire.</li> <li>12. Information of possible increased contraband entering during this time as the peaceful protest</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> <li>2. Nil</li> <li>3. Nil</li> <li>4. Nil</li> <li>5. Nil</li> <li>6. Nil</li> <li>7. Nil</li> <li>8. Nil</li> <li>9. Nil</li> <li>10. Nil</li> <li>11. Nil</li> <li>12. Nil</li> </ol>		
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		<p>creates a distraction.</p> <p>13. Staff continue to monitor compounds for signs of attempts to manufacture alcohol and their effects.</p> <p>14. TSA and G4S staff continue to have a presence in compounds and are engaging with transferees in an attempt to alleviate the tension in compounds.</p>	<p>13. Nil</p> <p>14. Nil</p>		
3.05	Facility risk rating	<p>Threat of Voluntary Starvation – GREEN</p> <p>Self-Harm / Suicide – GREEN</p> <p>Violent Unrest – AMBER</p> <p><b>Centre Status = AMBER</b></p>	The overall MIRPC Centre Risk Status is currently AMBER due to the centre being moderately tense and intelligence indicating that a potential exists for violent unrest.		

Item 5 DIBP					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
5.01	Staffing arrivals/departures	1. Nil	1. Nil		
5.02	Significant Operational issues	<p>1. [REDACTED] and [REDACTED] will be in the centre later in the day.</p> <p>2. CAPs will remain on Bibby until a schedule has been arranged.</p> <p>3. Interpreters remain on Bibby, other than those who are rostered to be in the centre to assist with medical.</p> <p>4. Many thanks to all Service Providers for their continued efforts and responses to the incident last night.</p>	<p>1. Nil</p> <p>2. Nil</p> <p>3. Service Providers who require interpreter assistance should refer their queries to [REDACTED]</p> <p>4. Nil</p>	All SPs	
5.03	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		

Item 6		G4S			
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
6.01	Staffing Arrivals/departures	1. Nil	1. Nil		
6.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
6.03	Significant Operational issues	<ol style="list-style-type: none"> <li>1. [REDACTED] (PNGICSA) is to provide Service Providers with an update regarding the eight (8) transferees who are currently in Police custody.</li> <li>2. Nil additional incidents occurred overnight.</li> <li>3. Service Providers will work together on a normalisation plan immediately after the Operations Meeting.</li> <li>4. G4S expatriate staff shift changeover will occur at 10:00 today.</li> <li>5. Incident reports relating to last night will be distributed today.</li> <li>6. There is some current nervousness from transferees regarding PNG National staff. There will be minimal movements from PNG National staff and none inside compounds.</li> <li>7. The MIRPC perimeter is secure. An emergency OPEX has been issued for fencing supplies. Most fencing is intact.</li> <li>8. G4S conducted a face-to-photo identification check and confirmed that all transferees are accounted for.</li> <li>9. Service Providers will work together to return to normal operation as soon as possible to promote stability.</li> <li>10. Water levels: as at Saturday 16 February - 530k litres potable and 200k litres non-potable.</li> <li>11. Fuel levels: As at COB Saturday 16 February 2014 –</li> </ol>	<ol style="list-style-type: none"> <li>1. G4S will arrange for food and water to be given to the transferees.</li> <li>2. Nil</li> <li>3. Nil</li> <li>4. Nil</li> <li>5. Nil</li> <li>6. PNG National staff are to go into compounds until further notice.</li> <li>7. Nil</li> <li>8. Nil</li> <li>9. Nil</li> <li>10. Nil</li> <li>11. Nil</li> </ol>	G4S	

		<p>10,300 litres. Total dispensed: 5,048 litres.</p> <p>12. Telephones: On Saturday 15 February, G4S facilitated 107 transferee telephone calls.</p> <p>13. Medical: On Saturday 15 February, G4S facilitated 88 routine medical appointments.</p> <p>14. Training (Saturday 16 February 2014):</p> <ul style="list-style-type: none"> <li>- IRT – 15 on standby.</li> <li>- ITC – 8 pax (Day 4)</li> <li>- Inductions – 3 pax</li> </ul>	<p>12. Nil</p> <p>13. Nil</p> <p>14. Nil</p>		
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Item 7 IHMS					
Item #	Date raised	Description	Action / Progress Update	Assed	Due Date / Completed Date
7.01	Staffing Arrivals/departures	1. Nil	1. Nil		
7.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
7.03	Significant Operational issues	<p>1. One (1) transferee is currently isolated with gastro.</p> <p>2. Two (2) transferees are on voluntary starvation.</p> <p>3. Five (5) inpatients are currently at the IHMS clinic.</p> <p>4. One (1) transferee is currently on High Imminent PSP observation.</p> <p>5. Three (3) transferees are currently on Moderate PSP observation.</p> <p>6. One (1) transferee is currently on Ongoing PSP observation.</p> <p>7. Much thanks and appreciation to G4S and interpreters for last night. Service Providers worked extremely well together.</p>	<p>1. Nil</p> <p>2. Nil</p> <p>3. Nil</p> <p>4. Nil</p> <p>5. Nil</p> <p>6. Nil</p> <p>7. Nil</p>		

Item 8 IOM					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
8.01	Operational Issues	1. Nil	1. Nil		

Item 9 STTARS					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
9.01	Operational Issues	1. STTARS appointments that were arranged yesterday will go ahead as usual.	1. DIBP and STTARS will discuss further offline.	DIBP/ STTARS	

Item 10 The Salvation Army (TSA)					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
10.01	Staffing Arrivals/departures	1. Nil	1. Nil		
10.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
10.03	Significant Operational issues	1. TSA expatriate staff have been briefed regarding the mood in the Centre and the wish to return to normalcy. Staff who are uncomfortable will not be required to work in the RPC today. 2. PNG National staff are onsite but will remain in the	1. Nil  2. Nil		

		mess or office until they receive direction from TSA Contract Manager.			
--	--	--	--	--	--

Item 11 WHS Meeting					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
11.01	Incidents	1. One (1) transferee is currently isolated with gastro. 2. A number of injuries were sustained last night – these will be identified via incident reports.	1. Nil 2. Nil		

Item 12 Confirm stakeholder / governance / induction meetings for the day	
12.01	1. 14:30 PSP Meeting (E block)

Meeting concluded 09:12



**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Clinic status update  
**Date:** Tuesday, 18 February 2014 11:59:08 AM

---

Please forward as required

Sent with Good (www.good.com)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Tuesday, February 18, 2014 11:30 AM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Subject:** FW: Clinic status update

Mate, summary.

Best can do at the moment ass trying to ensure my staff and the clinic are at optimal capacity.  
First of replacement staff being flown in arrive soon.

Regards  
[REDACTED]

[REDACTED]  
Site Manager - Manus  
International Health and Medical Services  
Manus Island Regional Processing Centre  
Lombrum, Manus Province  
Papua New Guinea  
Mob: [REDACTED]  
Email: [REDACTED]  
[manus.ops@ihms.com.au](mailto:manus.ops@ihms.com.au)  
Website: [www.ihms.com.au](http://www.ihms.com.au)

---

**From:** [REDACTED]  
**Sent:** Tuesday, 18 February 2014 8:54 AM  
**To:** [REDACTED]  
**Subject:** Clinic status update

1. Only one patient admitted to clinic last night remains which is a broken patella
2. Three critical cases were transported to Lorengau last night via ambulance – head injury, gunshot (not life threatening) and facial trauma
3. The balance of cases were discharged as the night progressed. There are 9 CT head, neck or face scans required. The details around these will firm today following input and review via our resources in Sydney.

In terms of numbers treated, as DIBP were advised and agreed to last night, due to the sheer volume and nature of presentations against available resources we do not have good records on cases, numbers, diagnosis, the best numbers available coming from SMS between myself and

our regional manager during the night.

Prior to withdrawal from the clinic we treated three transferees and two stakeholders – all minor cases.

Post withdrawal:

Gunshots were heard as the staff and supplies arrived at the Bibby wharf.

Within 10 minutes of withdrawal first presentations were appearing at Bibby as we were setting up triage on wharf. We had an expat clinic set up inside the Bibby set up earlier.

Approx within 15 minutes we had 11 cases – 1 critical (severe facial)

15 more (total 26) were at Bibby within a few minutes including one gunshot and 1 severe compound head injury. Multiple vehicles were constantly appearing enmasse.

Within very short period, total 38 comprising 2 critical, 11 serious and 25 minor

Reached peak at 40 minor, 2 critical and 13 serious but to note we were actively discharging at the same time. 40 transferees were discharged in the space of an hour.

THUS, the true number of patients seen is not known with accuracy but we estimate best guess there were at least 100 presentations.

In terms of stakeholders, all G4S, there were two serious lacerations to arms and numerous abrasions, these latter staff returning to duty after initial assistance with one exception where the expat G4S had multiple low end injuries and did not return to duty but was discharged.

SMO/HSM reconciliation performed 0230hrs:

Total 18 patients requiring ongoing care, 9 being CT.

Between 0230 hours and 0630 hours the only transferee in the clinic is the patella referred to above.

We are anticipating a significant number of these clients to return for follow up assessment/treatment today, in addition to G4S staff but will advise.

We also anticipate a massive spike for mental health referrals from both transferee population and stakeholder staff groups.

Records will be kept for these patients.

Regards

[REDACTED]

[REDACTED]  
Site Manager - Manus  
International Health and Medical Services  
Manus Island Regional Processing Centre  
Lombrum, Manus Province  
Papua New Guinea  
Mob: [REDACTED]  
Email: [REDACTED] u  
[manus.ops@ihms.com.au](mailto:manus.ops@ihms.com.au)  
Website: [www.ihms.com.au](http://www.ihms.com.au)

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** RE: Request for welfare assistance [SEC=UNCLASSIFIED]  
**Date:** Tuesday, 18 February 2014 12:33:10 PM

---

We have a meeting with TSA will advise

Sent with Good (www.good.com)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Tuesday, February 18, 2014 12:19 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Subject:** Request for welfare assistance [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED]

Can you please send me an email which documents what TSA are doing or not doing. What has been requested on island and what the response has been. What you would like us to do.

This will help in our request to have services ramped up

Thanks

[REDACTED]

[REDACTED]  
**Assistant Director**  
**Service Delivery – Garrison Support and Welfare Section**  
Offshore Detention Services Branch  
Regional Processing Support Division  
Department of Immigration and Border Protection  
Telephone: [REDACTED]  
Email: [REDACTED]  
Website: www.immi.gov.au

UNCLASSIFIED

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: (No Subject)  
**Date:** Tuesday, 18 February 2014 1:26:07 PM  
**Attachments:** [20140217 - 18\\_Command Log \(2\).pdf](#)

---

Handwritten log. This may assist.

Sent with Good (www.good.com)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Tuesday, February 18, 2014 01:23 PM AUS Eastern Standard Time  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:**

As requested. Will come and discuss.

[REDACTED]

This company is part of the G4S group of companies. This communication contains information which may be confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s). If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. Any personal views expressed in this e-mail are those of the individual sender and The Company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

Message  
 fm Fox to Mike.  
 - 550 -  
 - 1100 -  
 → may be  
 escalation after  
 meals.

1958 - A1. Dog Squad A1.

2010. <sup>08</sup>DC - Locstat.

2017 - XRay1

↳ 15 meals. required.

DC MS1  
 →

2026051 - Request meal update.

2028-DC - all Sierra C/S.

Confirmation - received withdrawing  
 Day shift at 2100 - all C/S acknowledge.

2029 Con call to Cbr & Mib.

DC: PL2 in Oscar.  
 PL1 in Mike.

EM-060.

D  
 B/C  
 O  
 Fox  
 Mike.

M	- Ablat & Perimeter	2100.
F	-	
D	-	
60.		
C/B	- Ablution & Perimeter /	
30.		
O	-	
060.		

01. →

DSI → 242 all have been sighted.

NOVA

MSI → Runner's appearing on clients.  
Suggest Mike hold on releasing day shift.

941 - Pugnash nest generator stopped.  
All lights out.

MSI → Dog Mike/Fox. 944  
↳ Wearing masks.  
↳ Stone Throwing. - big time.  
↳ Clients trying to get through fence.  
Code A 2146.

all teams ~~start~~ deploy

Fox B → some lights out.

MSI - 946. All staff exiting compound.  
Clients driven back by IRT.

Injured G45. (948.)

Clients. Back Fox & Mike

949 Mat Oscar.

951 clients being G45 - staff provide protection.

light camp urgently.

Romeo1 - Foxtrot coming to 951.  
back at mess.

MS AX47 outside. 9.51.

Wpn Delta & Oscar. 2152.

Client badly wounded 9:53  
@ <sup>MIRB</sup> mess. in protection.

DS1 - ~~at~~ trying to get on roof.  
Breaking everything to arm themselves 9:53

953 - MSI → MIRE to Fox clients trying

954 - DS1 - Arming for PNG.

955 - Rock fm Fox to Pugwash.

A3 - Uplift Hardstanding.



956. A3 - G3 mood calm in Oscar.

956. FSI - Foxtrot just lost pointer.

957. Rock Fox - Mike.

957 - Casualty out of Mike.

957 - Confirm positions with shotguns  
& semi autos.

958 - Lights being worked on.

DSI - Mood settling.

- Still arming.

- Explained no PNG guards.

MSI - Missiles fm Fox.

08. Romeo 1/2/3 in Mike.

10.00.

08 - Mechanic & Electrician. - Delta Fm.

1000. - Fence between F & M request reinforce-

1001 - Fence on Mike Broken through  
once out of foxtrot straight into Mike.

1001 - G2 at pagwasa.

1002. - OSI - Mill activity.

DSI - Mood settling.

FSI -



1002 - Food being removed.

1004. R1 at Rear Mike calm.

1004 40 IRT in Mike.

1004 - Lights coming back on in Mike.

1005 Gate at Foxtrot penetrated. only one fence between Mike - Fox.

1005 Mike lights out.

1005 armed clients fm Fox + Mike.  
6x transferee GZ.

Fox in GZ. - Damaging lights.  
Oscar Ripping up mattresses.

1007. A2 - able to cut water in Mike.  
Lindsay confirmed.

1007 - 12x ~~clients~~ Chanskins mobilised.  
Oscar G3 - have armed.

1009. A1 Police at Bibby end to stay put.

1009 - Everyone not IRT to be moved fm G1.

1009 - ETA on expat electricitians.

1011-1012 - Confirm off duty IRT stood 2.  
- confirmed.

1012. MRI Clients on roof.

1013. RT1 TO G1.

1013. R3 heading to G1.

1015. RT. Mike.

stick. / poles.

Mike Opposite mess.

1017 Transfrees have been pushed back

1018 Delta enroute to generators. fm G1.

1018 Free access between Fox - Mike.

1019 R1 form up hard outside pugnash gate.

1019 All expats fm west bibby call up.


1020 Romeo 1 hard against gate.

1021 - Stick metal poles. broken gate  
fm fox to Mike.

1021 - Alpha 3 all quiet.

1022. Mike lights on  
Missiles thrown.

Fox access into golf.

1023. ~~Capra~~ end fox.  
  
Mike

- Uncontrolled protest.

Missives pugnash.

Fox to Mike.

Fox - Quiet.

- Internet room for non-combatants.

- 15 RT.

- 15 expat.

- ECO to go mobile.

- XRAY to Charlie - refusing treatment.
- 1025 - Water to golf 7.
- Foxt - Mike breaking into huts for more wpons.
- 1026 - Disregard water.
- G2 hut being broken down for weapons.
- 1027. FSI. - Clients Mike 1 Gate: (x3)  
removing fence poles.
- 1028 - H1 preping evac.
- Hard at G7. w IRT.
- Compound no G45.
- Clients, Canteen & Accom.
- 1030. G2 hut down & destroyed.  
G2.
- 10330c M800/PL1. G3.  
- unable to consider at ~~pro~~ foxt precarious position to move to  $\phi$ C for assessment
- 1035 - Drivers enroute to Bibby for extra staff.
- 1036 - IRT suffering - need a break. - expats may need gear up to support.
- 1037 -  $\phi$ B. - relief in place.  
~~RT~~
- $\phi$ C - Concerned clients.  
Not going to release.
- $\phi$ B - Pull out of Mike - reinforcement. R3 at G1.
- 1039 - Lower Paradise extraction.  
Reinforce  $\phi$ C.  
Cond confirmed.
- 1039 - ~~1039~~ Client to Charlie injured & treated.



- 1040 - Expats to relocate to C1.  
 - In stages.  
 20 x Expat staff arrive into mess.  
 10 x Expat staff WEBB told to send to C1b.
- 1047 - Second bus left Bibby with expats.  
 1047 - Everest / SNS / Non essentials evac.  
~~1047 - RTT + DB~~
- 1048 - Withdrawing fm Mike (DB)  
 handing over to MS.
- 1048 - RI → At rear end. on pugnash.  
 waiting G45 removal.  
 MRT.
1052. RI instructed to come through C1.  
~~1058 - Full RTT + DB~~
- 1058 - XRAY Gate to be secured.  
 1058 - Consider cutting water to foxtrail.  
 DC agreed.
- 1059 - ~~DB RTT + DB~~ DC - XRAY.  
 → IHMS evacuate before securing.  
 setup field hospital @ Bibby.  
 → IHMS to continue as per normal.
- 1102 - OSI  
 ↳ Arched up with freedom chord.  
 ↳ No force shown.
- 2304 - IRT thru Golf vehicle entrance.  
 2306 - extraction of transferee thru ALPHA 7.  
 2307 - Delta weapons + throwing stones  
 2308 - Immi / TSA heat Gots out of centre.  
 2309 - No PNG to Delta / Oscar as called in by Delta S1.

2311

Mike 800 in Ray Location

No

Date

2310 - Tension high between B & O over Delta not joining in.

2311 - Still throwing stones/sticks & destroying in Mike.

2312 - RPNGC → to control pugnash.

2313 - HMS evacuating to Bibby. ∴ veh movt. for injured persons.

R1 - at entrance at Mike.

- Clients accomodation block.

- Rear laneway clear.

R2 - Attempting clear barricade.

1120 - XRay compound cleared.

- 8x local guards.

- Gates locked.

1120 - Delta 9 - Delta barricaded up.

1121 - Client movt to Bibby for urgent treatment.

1121 - R1 Clients.

1122. Gunshots. - multiple shots fired into air.

Code Green

1124 - CS grenades into G1.

1124 - About to loose Oscar.

1126 - Fence pushed down at Oscar.

1126 - Veh injured 945 via pugnash.

1126 - Multi Code Green Oscar w/ WPNs.

1127 - R1 - Report Mike.

- Police in compound.

- Violence in compound.

1128 - 3x transf on pugnash under protection to G1.

1128 - OB holding firm

No .....

Date .....

1129. ~~DL~~ - R1

1129 R1 - Confronted at Mike gate. - by transfer.  
Local IRT back in Mike.

1130 Code Black Delta 2.



0035-hm CSI 200+ all calm, water delweis

0040 hr Doctor preparing Lorengau Hospital.

0042 hr OC No other casualties in MIKE

0043 OB All quiet on oval

0045 DSI Client removed returning with OA

0054 DSI Clients trying to push through to Foxtract.

0055 DSI Extras coming through Gdt 1. - Shields are up.

0056 DSI Escalating by the minute 15 or 20

0057 AI Mike Compound 336

0058 DSI situation returning to normal

0058 Escort 1 6 Clients leaving Field Hospital to Mike Mess

0059 OB 6 clients move into Mike Mess from Bibby

0100 CSI 447 on oval

0100 ~~CSI~~ DSI 1 Will injured in location.

0104 Escort 1 return to Command

0104 ESI clients returned to Mike Mess into Rec Room

0105 ESI Heading back to Field Hospital

0105 DSI Small group in corner (approx 10) upset

0107 DSI Group dispersing to rooms.

0109 AI Escort 1 to take 2 medics to Bibby to collect supplies

0109 DSI Escort 2 liase with

0110 DSI 32 Expats at line with shields - police

D5

0111 E2 need transport for Medics - return to Command.

0111 A2 Ready to receive from Bibby

0112 E1 at Gdt 1 - 2 medics to vehicle.

0113 E1 2 x Medics to 14MS for supplies & return to Bibby

0115 DSI Request to release staff. Day shift in mess.

- 0116 - Code Blue in Oscar
- 0117 - No expats in Oscar - Code B between Transferees
- 0117 - Situation calming down. - unaware of casualties
- ~~0118~~ 0118 ~~DSI~~ clients say finished for tonight
- 0119 DSI All day shift in mess. Hold in mess await direction
- 0119 DSI 12 personnel in Route Charlie
- 0119 DSI 2 ~~Expats~~ day shift in Foxtrot.
- 0124 ~~E2~~ E2 Return to Golf 1 - utilise resources from Command.
- 0125 OC Confirm call signs sweeping Oscar.
- 0126 FSI Night - update on progress
- 0127 A6 6 Expat doing sweep through Foxtrot
- 0128 A3 Completed sweep of Green Zone, Foxtrot insecure
- 0128 A6 Extra Expats not required.
- 0129 A6 11 Expats - find out how many day shift  
Extra assets in mess.
- 0137 E2 Find out how many clients at Bibby
- 0145 ~~061~~ 061 8 staff in Oscar
- 0148 OC Foxtrot drivers can position containers if required
- 0154h Logs ceased. Regular centre occupancy underway. JME, KP, CN, DP  
conducting nerves of transfer
- 0220 OC 2 x IRT 1x Broken Hand, 1x Broken Finger
- 0237 A1 2 x SSO for Mike - Hold at Command
- 0240 OC D9 can be reoccupied - panel down. - 8-on-site
- 0240 CSI Moving 1st <sup>group</sup> Oval to Oscar ~~via~~ Golf 4. Keman
- 0250 MS1 Broken glass & lights hanging down in Accommodation
- 0252 CSI last of ~~Charlie~~ Oscar from Oval
- 0300 A1 Arrange vehicle to Mike



Message  
 fm Fox to Mike.  
 - 550 -  
 - 1100 -  
 → may be  
 escalation after  
 meals.

1958 - A1. Dog Squad G1.

2010. <sup>08</sup>OC - Locstat.

2017 - XRay1

→ 15 meals. required.

OC MS1  
 →

2026 OSI - Request meal update.

2028 - OC - all Sierra C/S.

Confirmation - received withdrawing  
 Day shift at 2100 - all C/S acknowledge.

2029 Con call to Cor & Mib.

OC: PL2 in Oscar.  
 PL1 in Mike.

EM-060.

D  
 B/C  
 O  
 Fox  
 Mike

M	- Ablat & Perimeter	2100.
F	-	
D	-	
	60.	
C/B	- Ablution & Perimeter /	
	30.	
O	-	
	over.	

01. →

DSI → 242 all have been sighted.

NOVA

MSI → Runner's appearing on clients.  
Suggest Mike hold on releasing day shift.

941 - Pugnash west generator stopped.  
all lights out.

MSI → Dog Mike/Fox. 944  
↳ Wearing masks.  
↳ Stone Throwing. - big time.  
↳ Clients trying to get through fence.  
Code A 2146.

all teams ~~start~~ deploy

Fox B → some lights out.

MSI - 946. All staff exiting compound.  
Clients driven back by IRT.

Injured G45. (948.)

Clients. back Fox & Mike

949 Mat Oscar.

951. clients being G45. - staff provide protection.

light camp urgently.

Romeo1 - Foxtrot. coming to. 951.  
back at mess.

MS AX47. outside. 9.51.

Wpn Delta & Oscar. 2152.

Client badly wounded 9:53  
@ <sup>MIRB</sup> mess. in protection.

DS1 - ~~all~~ trying to get on roof.  
Breaking everything to arm themselves 953

953 - MS1 → MIRE to Fox clients trying

954 - DS1 - Arming for PNG.

955 - Rock fm Fox to Pugwash.

A3. - Uplift Hardstanding.

956. A3 - G3 mood calm in Oscar.

956. FSI - Foxtrot just lost pointer.

957. Rock Fox - Mike.

957 - Casualty out of Mike.

957 - Confirm positions with shotguns  
& semi autos.

958 - Lights being worked on.

DSI - Mood settling.

- Still arming.

- Explained no PNG guards.

MSI - Missiles fm Fox.

08. Romeo 1/2/3 in Mike.

10:00.

08 - Mechanic & Electrician - Delta Fm.

1000. - Fence between F & M request reinforce-

1001 - Fence on Mike Broken through  
once out of foxtrot straight into Mike.

1002. - G2 at pagwash.

DSI - Mill activity.

DSI - Mood settling.

FSI -



1002 - Food being removed.

1004. R1 at Rear Mike calm.

1004 40 IRT in Mike.

1004 - Lights coming back on in Mike.

1005 Gate at Foxtrot penetrated. only one fence between Mike - Fox.

1005 Mike lights out.

1005 armed clients fm Fox + Mike.  
6x transferee GZ.

Fox in GZ. - Damaging lights.  
Oscar Ripping up mattresses.

1007. A2 - able to cut water in Mike.  
Lindsay confirmed.

1007 - 12x ~~clients~~ Chanskins mobilised.  
Oscar G3 - have armed.

1009. A1 Police at Bibby end to stay put.

1009 - Everyone not IRT to be moved fm G1.

1009 - ETA on expat electricitians.

1011-1012 - Confirm off duty IRT stood 2.  
- confirmed.

1012. MRI Clients on roof.

1013 - RT1 TO G1.

1013. R3 heading to G1.

1015. RT. Mike.

stick. / poles.

Mike opposite mess.

1017 Transfrees have been pushed back

1018 Delta enroute to generators. fm G1.

1018 Free access between Fox - Mike.

1019 R1 form up hard outside pugnash gate.

1019 All expats fm ~~last~~ bibby call up.


1020 Romeo 1 hard against gate.

1021 - Stick metal poles. broken gate  
fm fox to Mike.

1021 - Alpha 3 all quiet.

1022. Mike lights on  
Missiles thrown.

Fox access into golf.

1023. ~~Car park~~ end fox.  
  
Mike

- Uncontrolled protest.
- Missives pugnash.
- Fox to Mike.

Fox - Quiet.

- Internet room for non-combatants.
- 15 RT.
- 15 expat.
- ECO to go mobile.

- XRAY to Charlie - refusing treatment.
- 1025 - Water to golf 7.
- Foxt - Mike breaking into huts for more wpons.
- 1026 - Disregard water.
- G2 hut being broken down for weapons.
- 1027. FSI. - Clients Mike 1 Gate. (x3)  
removing fence poles.
- 1028 - H1 preping evac.
- Hard at G7. w IRT.
- Compound no G45
- Clients, Canteen & accom.
- 1030. G2 hut down & destroyed.  
G2.
- 10330c M800/PL1. G3.  
- unable to consider at ~~pro~~ foxt precarious position to move to  $\phi$ C for assessment
- 1035 - Drivers enroute to Bibby for extra staff
- 1036 - IRT suffering - need a break. - expats may need gear up to support.
- 1037 -  $\phi$ B. - relief in place.  
~~RT~~  
 $\phi$ C - Concerned clients.  
Not going to release.  
 $\phi$ B - Pull out of Mike - reinforce. R3 at G1.
- 1039 - Lower Paradise extraction.  
Reinforce  $\phi$ C.  
Cond confirmed.
- 1039 - ~~1039~~ Client to Charlie injured & treated.



1040 - Expats to relocate to C1.

- In stages.

20 x Expatriate staff arrive into mess.

20 x Expatriate staff WEBB told to send to G6.

1047 - Second bus left Bibby with expats.

1047 - Everest / SNS / Non essentials evac.

~~1047 - RTT + DB~~

1048 - Withdrawing from Mike (DB)  
handing over to MS.

1048 - R1 → at rear end on pigwash.  
waiting G45 removal.

~~VRT~~

1052. R1 instructed to come through C1.

~~1058 - Full notification~~

1058 - XRAY Gate to be secured.

1058 - Consider cutting water to foxtrail.  
DC agreed.

1059 - ~~DB + DB~~ DC - XRAY.

→ IHMS evacuate before securing.  
setup field hospital @ Bibby.

→ IHMS to continue as per  
normal.

1102 - OSI

↳ Arched up with freedom chord.

↳ No force shown.

2304 - IRT thru Golf vehicle entrance.

2306 - extraction of transferee thru ALPHA 7.

2307 - Delta weapons + throwing stones

2308 - Immi / TSA ~~heat~~ ~~got~~ out of centre.

2309 - No PNG to Delta / Oscar as called in by  
Delta S1.



2311

\* MIKE 800 in Key Location

No

Date

2310 - Tension high between B & O over Delta not joining in.

2311 - Still throwing stones/sticks & destroying in Mike.

2312 - RPNGC → to control pugnash.

2313 - HMS evacuating to Bibby. ∴ veh movt. for injured persons.

R1 - at entrance at Mike.

- Clients accomodation block.

- Rear laneway clear.

R2 - Attempting clear barricade

1120 - XRay compound cleared.

- 8x local guards.

- Gates locked.

1120 - Delta 9 - Delta barricaded up.

1121 - Client movt to Bibby for urgent treatment.

1121 - R1 Clients.

1122. Gunshots. - multiple shots fired into air.

~~Code~~ Code Green

1124 - CS grenades into G1.

1124 - About to loose Oscar.

1126 - Fence pushed down. at Oscar.

1126 - Veh injured 945 via pugnash.

1126 - Multi Code Green Oscar w/ WPNs.

1127 - R1 - Report Mike.

- Police in compound.

- Violence in compound.

1128 - 3x trnsf on pugnash under protection to G1.

1128 - DB holding firm

No .....

Date .....

1129. ~~QC~~ - R1

1129 R1 - Confronted at Mike gate. - by transfer.  
Local IRT back in Mike.

1130 Code Black Delta 2.

0035-hm CS: 200+ all centers, water delweis

0040 hr Doctor preparing Lorengau Hospital.

0042 hr OC No other casualties in MIKE

0043 OB All quiet on oval

0045 DSI Client removed returning with OA

0054 DSI Clients trying to push through to Foxrot.

0055 DSI Extras coming through Gdt 1. - Shields are up

0056 DSI Escalating by the minute 15 or 20

0057 A1 Mike Compound 336

0058 DSI situation returning to normal

0058 Escort 1 6 Clients leaving Field Hospital to Mike Mess

0059 OB 6 clients move into Mike Mess from Bibby

0100 CSI 447 on oval

0100 ~~CSI~~ DSI' Will injured in location.

0104 Escort 1 return to Command

0104 CSI clients returned to Mike Mess into Rec Room

0105 CSI Heading back to Field Hospital

0105 DSI Small group in corner (approx 10) upset

0107 DSI Group dispersing to rooms.

0109 A1 Escort 1 to take 2 medics to Bibby to collect supplies

0109 DSI Escort 2 liase with

0110 DSI 32 Expts at line with shields - police

D5

0111 E2 need transport for Medics - return to Command.

0111 A2 Ready to receive from Bibby

0112 E1 at Gdt 1 - 2 medics to vehicle.

0113 E1 2 x Medics to HMS for supplies & return to Bibby

0115 DSI Request to release staff. Day shift in mess.



- 0116 - Code Blue in Oscar
- 0117 - No expats in Oscar - Code B between Transferees
- 0117 - Situation calming down. - unaware of casualties
- 0118 ~~OC~~ DSI clients say finished for tonight
- 0119 DSI All day shift in mess. Hold in mess await direction  
12 personnel in Route Charlie
- 0119 DSI 2 ~~Expats~~ day shift in Foxtrot.
- 0124 ~~E2E2~~ Return to Golf 1 - utilise resources from Command.
- 0125 OC Confirm call signs sweeping Oscar.
- 0126 FSI Night - update on progress
- 0127 AB 6 Expat doing sweep through Foxtrot
- 0128 AB Completed sweep of Green Zone, Foxtrot insecure
- 0128 AB Extra Expats not required.
- 0129 AB 11 Expats - find out how many day shift  
Extra assets in mess
- 0137 E2 Find out how many clients at Bibby
- 0145 ~~OC~~ 8 staff in Oscar
- 0148 OC Forklift drivers can position containers if required
- 0154h Logs ceased. Regular centre occupancy underway. JMC, KP, CN, DP  
coordinating nerves of transfer
- 0220 OC 2 x IRT 1 x Broken Hand, 1 x Broken Finger
- 0237 AI 2 x SSO for Mike - Hold at Command
- 0240 OC DP can be reoccupied - panel down. - 8 - on site
- 0240 CSI Moving 1st <sup>group</sup> Oval to Oscar ~~via~~ Golf 4. Keman
- 0250 MSI Broken glass & lights hanging down in Accommodation
- 0252 CSI Last of ~~Charlie~~ Oscar from Oval
- 0300 AI Arrange vehicle to Mike

**From:** [REDACTED]  
**To:** [REDACTED] [.org.au;](#)  
**Cc:** [REDACTED]  
**Subject:** \*Confidential:MIRPC Operations Meeting minutes - 18 February 2014  
**Date:** Wednesday, 19 February 2014 2:05:24 PM  
**Attachments:** [MIRPC Operations Meeting Minutes 2014.02.18.docx](#)  
**Importance:** High

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Dear All

Apologies for the delay in distributing the minutes from yesterdays Operations Meeting. Please find attached.

Regards

[REDACTED]

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[REDACTED] Island RPC Contract Manager  
Humanitarian Mission Services  
The Salvation Army

phone + [REDACTED]  
mobile [REDACTED]  
fax + [REDACTED]

web [REDACTED]  
twitter [REDACTED]

\*\*\*\*\*

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F01-01

Document Number: F01-01

Issue: 1

MIRPC Operations Meeting Minutes

Issue Date: 11 July 2013

TSA Approved by: RPC Contract Manager

Review Date: 12 July 2014

Date: 19 February 2014

Time: 09:06

Location: DIBP

Attendees:

• PNGICSA – [REDACTED]	• G4S – [REDACTED]
• DIBP – [REDACTED]	• G4S – [REDACTED]
• DIBP – [REDACTED]	• IHMS – [REDACTED]
• TSA – [REDACTED] (Chair)	• SKM – [REDACTED]
• TSA – [REDACTED]	• TOLL – [REDACTED]
•	• TOLL – [REDACTED]

<b>Item 1</b>	<b>Welcome &amp; Apologies</b>
	Apologies received from [REDACTED] (PNGICSA), [REDACTED] (G4S), [REDACTED] (G4S), STTARS and IOM.

<b>Item 2</b>	<b>Previous Minutes reviewed and accepted</b>
	Nil amendments have been made to the minutes of the Operations Meeting held Tuesday 18 <sup>th</sup> February 2014.



Item 3 Intelligence Briefing					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
3.01		Nil intelligence available for the MIRPC Operations Meeting.			

Item 4 PNG ICSA					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
4.01	Operational Issues	1. [REDACTED] is flying to Manus Island today. Meetings will be arranged as required.	1. Nil		

Item 5 DIBP					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
5.01	Staffing arrivals/departures	1. Nil	1. Nil		
5.02	Significant Operational issues	1. DIBP are to be advised of any additional resources required as soon as possible. 2. Assistance is required from Toll, Delta FM and SKM. 3. Focus over the next 24 hours – all interpreters will remain on Bibby and will be called out as required. 4. Doctors from IHMS are flying to Manus Island today. 5. Transfield arrive tomorrow. 6. Facebook posts have been reported to come	1. Nil 2. Nil 3. Nil 4. Nil 5. Nil 6. Nil		



		from within compounds. 7. Reminder of EAP counsellors available and for staff to look after one another.	7. Nil		
5.03	Visits – senior staff, NGO / Govt officials, community etc	1.	1. Nil		

Item 6 G4S					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
6.01	Staffing Arrivals/departures	1. Nil	1. Nil		
6.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
6.03	Significant Operational issues	1. 1,334 transferees are onsite. 2. Most transferees are back in their original compounds. 3. Five (5) transferees are in Charlie compound; two (2) from Oscar compound. 4. As at 06:00, the Centre is calm and quiet. 5. Three (3) transferees are at Lorengau Hospital. 6. One (1) transferee has deceased. 7. One (1) transferee has departed the MIRPC via medi vac. 8. Ongoing fence repairs are occurring in Foxtrot compound. 9. Minor damage was done to the Green Zone. 10. A full damage assessment will be done across the MIRPC later in the day. 11. Transferees in Mike compound are in TV and telephone rooms. Injured transferees are in the gym	1. Nil 2. Nil 3. Nil 4. Nil 5. Nil 6. Nil 7. Nil 8. Nil 9. Nil 10. Nil 11. Nil		

		<p>facility. Forty-five (45) transferees are in the rotunda on stretchers.</p> <p>12. Minimalised activity will occur at the Centre for 24 hours.</p> <p>13. Five (5) transferee departures will go ahead.</p>	<p>12. Nil</p> <p>13. Nil</p>		
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Item 7		IHMS			
Item #	Date raised	Description	Action / Progress Update	Assed	Due Date / Completed Date
7.01	Staffing Arrivals/departures	1. Nil	1. Nil		
7.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
7.03	Significant Operational issues	<p>1. Current numbers of injuries are not reliable at this stage.</p> <p>2. Over 100 transferees presented with injuries.</p> <p>3. Three (3) critical injuries were sustained last night.</p> <p>4. One (1) inpatient is at the IHMS clinic.</p> <p>5. Two (2) G4S staff members sustained lacerations.</p> <p>6. A number of G4S staff have received pain relief.</p> <p>7. IHMS continue to follow up injuries from last night.</p> <p>8. The IHMS clinic is open to G4S staff are any time.</p> <p>9. Mental health is currently a priority.</p> <p>10. Two (2) ICU nurses due to arrive.</p> <p>11. Doctors and nurses have been sourced out of PNG.</p> <p>12. The IHMS clinic is fully functional and fully commissioned.</p>	<p>1. Nil</p> <p>2. Nil</p> <p>3. Nil</p> <p>4. Nil</p> <p>5. Nil</p> <p>6. Nil</p> <p>7. Nil</p> <p>8. Nil</p> <p>9. Nil</p> <p>10. Nil</p> <p>11. Nil</p> <p>12. Nil</p>		

Item 8		IOM			
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
8.01	Operational Issues	1. Nil	1. Nil		

Item 9		STTARS			
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
9.01	Operational Issues	1. Nil	1. Nil		

Item 10		The Salvation Army (TSA)			
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
10.01	Staffing Arrivals/departures	1. Nil	1. Nil		
10.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
10.03	Significant Operational issues	1. Nil Programs and Activities statistics are available. 2. Many thanks to G4S, particularly [REDACTED] for timings for staff to evacuate the MIRPC. 3. Many thanks to IHMS for their hard work and commitment last night. 4. Many thanks to all TSA staff who assisted last night. 5. TSA have a teleconference with NatO today.	1. Nil 2. Nil 3. Nil 4. Nil 5. Nil		

Item 11					
WHS Meeting					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
11.01	Incidents	1. Many injuries were sustained during last night's incident.	1. Nil		

Item 12	
Confirm stakeholder / governance / induction meetings for the day	
12.01	1. 14:30 PSP Meeting (E block)

Meeting concluded 09:29

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** MIRPC Operations Meeting minutes - 19 February 2014  
**Date:** Wednesday, 19 February 2014 2:16:02 PM  
**Attachments:** [MIRPC Operations Meeting Minutes 2014.02.19.docx](#)

---

Dear All

Please find attached minutes from today's Operations Meeting.

Regards

[REDACTED]

---

[REDACTED]  
Personal Assistant to Manus Island RPC Contract Manager  
Humanitarian Mission Services  
The Salvation Army

phone + [REDACTED]  
mobile + [REDACTED]  
fax + [REDACTED]

web [hms.salvos.org.au](http://hms.salvos.org.au)  
twitter @salvos\_hms

\*\*\*\*\*

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F01-01

Document Number: F01-01

Issue: 1

MIRPC Operations Meeting Minutes

Issue Date: 11 July 2013

TSA Approved by: RPC Contract Manager

Review Date: 12 July 2014

Date: 19 February 2014

Time: 09:06

Location: DIBP

Attendees:

• PNGICSA – [REDACTED]	• G4S – [REDACTED]
• DIBP – [REDACTED]	• G4S – [REDACTED]
• DIBP – [REDACTED]	• IHMS – [REDACTED]
• TSA – [REDACTED] (Chair)	• IHMS – [REDACTED]
• TSA – [REDACTED]	• SKM – [REDACTED]
• TSA – [REDACTED] (Secretary)	• TOLL – [REDACTED]
	• TOLL – [REDACTED]

<b>Item 1</b>	<b>Welcome &amp; Apologies</b>
	Apologies received from [REDACTED] (PNGICSA), STTARS and IOM.

<b>Item 2</b>	<b>Previous Minutes reviewed and accepted</b>
	Nil amendments have been made to the minutes of the Operations Meeting held Tuesday 18 <sup>th</sup> February 2014.

Item 3 Intelligence Briefing					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
3.01	Nominal Roll	Figures of transferees in each compound are being reassessed today.			
3.02	PSP/VS Update	<ol style="list-style-type: none"> <li>1. Two (2) transferees are currently on Moderate PSP observation.</li> <li>2. Two (2) transferees are currently on Ongoing PSP observation.</li> <li>3. Two (2) transferees are on voluntary starvation.</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> <li>2. Nil</li> <li>3. Nil</li> </ol>		
3.03	Movements	<ol style="list-style-type: none"> <li>1. All excursions have been suspended for the day.</li> <li>2. One (1) transferee is scheduled to depart the MIRPC today.</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> </ol>		
3.03	Incidents	<ol style="list-style-type: none"> <li>1. Nil incidents occurred across the MIRPC yesterday.</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> </ol>		
3.04	Intelligence	<ol style="list-style-type: none"> <li>1. Intelligence suggests that there will possibly be some disorder at the Centre.</li> <li>2. Staff are tired but are continuously working hard to improve and prevent disorder at the MIRPC.</li> <li>3. The Iranian cohort is being closely monitored and any new agitators are being identified.</li> <li>4. Reports have been received of transferees in Foxtrot compound sharpening sticks and stones, however this did not eventuate.</li> <li>5. Messaging to transferees that PNG law applies to them while they remain on Manus Island continues.</li> <li>6. Some resentment towards PNG Nationals has been noted in compounds which has created some challenges regarding PNG National staff returning to their duties in compounds.</li> <li>7. Seven (7) transferees who are noted to be agitators were removed from their compound and isolated in Bravo compound overnight.</li> <li>8. Engagement by G4S of community leaders in Foxtrot and Oscar compounds occurred last night.</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> <li>2. Nil</li> <li>3. Nil</li> <li>4. Nil</li> <li>5. Nil</li> <li>6. Nil</li> <li>7. Nil</li> <li>8. Nil</li> </ol>		



		9. Staff continue to reassess the mood of the MIRPC.	9. Nil		
3.05	Facility risk rating	Threat of Voluntary Starvation – GREEN Self-Harm / Suicide – GREEN Violent Unrest – AMBER <b>Centre Status = AMBER</b>	The overall MIRPC Centre Risk Status is currently AMBER due to the centre being moderately tense and intelligence indicating that a potential exists for violent unrest.		

Item 4		PNG ICSA			
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
4.01	Operational Issues	<ol style="list-style-type: none"> <li>1. Many thanks and acknowledgement of all Service Providers work and commitment over the past 48 hours.</li> <li>2. CMO [REDACTED] is on site and will meet with Service Provider Heads today. He will depart tomorrow. Program to be advised.</li> <li>3. Any messaging to transferees agreed upon by the PNG and Australian Governments will not be altered prior to delivery.</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> <li>2. Nil</li> <li>3. Nil</li> </ol>		

Item 5		DIBP			
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
5.01	Staffing arrivals/departures	1. Nil	1. Nil		
5.02	Significant Operational issues	<ol style="list-style-type: none"> <li>1. Many thanks to all Service Providers for their hard work and efforts over the last couple of days; all staff efforts are greatly appreciated.</li> <li>2. Discussions are required regarding the reintegration of the seven (7) transferees who are isolated in Bravo compound.</li> <li>3. A revised transition plan will be required for the transition of TSA to Transfield.</li> <li>4. No interpreters are onsite today.</li> <li>5. DIBP Interpreter coordinator departs today.</li> <li>6. CAPs and transferee interviews will commence this afternoon or tomorrow.</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> <li>2. Service Providers will discuss further offline.</li> <li>3. Service Providers will discuss further offline.</li> <li>4. Service Providers are to refer to DIBP for any interpreter requirements.</li> <li>5. Service Providers are to refer to Katrina Neuss for interpreter queries.</li> <li>6. Nil</li> </ol>	<p>All SPs</p> <p>All SPs</p> <p>All SPs</p> <p>All SPs</p>	
5.03	Visits – senior staff, NGO / Govt officials, community etc	1. DIBP, DFAT, Australian High Commission and Defense visitors will arrive at the MIRPC today regarding the recent activity at the Centre.	1. Nil		

Item 6		G4S			
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
6.01	Staffing Arrivals/departures	1. Nil	1. Nil		
6.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
6.03	Significant Operational issues	<ol style="list-style-type: none"> <li>1. Thank you to all Service Providers for their continued efforts so far.</li> <li>2. Last night was incident free and a success.</li> <li>3. Discussions are required regarding provision of canteen services, BMP transition, meal integration and follow up of the release of the transferees who are in Police custody.</li> <li>4. The Police sergeant is required on site for a walk around and regarding photos of the MIRPC (G4S have begun this process).</li> <li>5. Discussions are required for the integration of PNG National staff and messaging to transferees.</li> <li>6. Forty-five (45) SSOs from Transfield will arrive today and will be on shift tomorrow.</li> <li>7. Fifty-five (55) SSOs from Transfield will arrive on Saturday and commence work at 18:00 on Sunday.</li> <li>8. SSO man power is now at a critical stage until Sunday.</li> <li>9. G4S are remaining proactive regarding extraction of any agitators in compounds. An offsite facility has been arranged for isolation.</li> <li>10. Transferee messaging will occur after lunch today, compound by compound. Persian and Arabic (Iraqi) interpreters will be required.</li> <li>11. [REDACTED] facilitated and assisted with maintaining peace and order in Foxtrot and Oscar compounds.</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> <li>2. Nil</li> <li>3. To be discussed further following the Operations Meeting.</li> <li>4. Nil</li> <li>5. To be discussed further following the Operations Meeting.</li> <li>6. Nil</li> <li>7. New staff will work twelve (12) hour shifts and work on a six (6) hour roll rotation.</li> <li>8. Nil</li> <li>9. Nil</li> <li>10. Nil</li> <li>11. Nil</li> </ol>		

		12. Water levels: 538k litres potable and 150k litres non-potable. 13. Fuel levels: As at COB Tuesday 18 February 2014 – 6,350 litres. Total dispensed: 14,850 litres	12. Nil 13. Nil		
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Item 7 IHMS					
Item #	Date raised	Description	Action / Progress Update	Assed	Due Date / Completed Date
7.01	Staffing Arrivals/departures	1. Nil	1. Nil		
7.02	Visits – senior staff, NGO / Govt officials, community etc	1. IHMS senior staff will visit the MIRPC to commend IHMS staff for their hard work in the last couple of days.	1. Nil		
7.03	Significant Operational issues	1. Additional IHMS staff will arrive today and tomorrow. 2. One (1) stakeholder and nil transferees are currently isolated with gastro. 3. Two (2) transferees are on voluntary starvation. 4. Nil inpatients are currently at the IHMS clinic. 5. Two (2) transferees are currently on Moderate PSP observation. 6. Two (2) transferees are currently on Ongoing PSP observation. 7. Two (2) transferees are scheduled to depart the MIRPC today on the commercial flight.	1. Nil 2. Nil 3. Nil 4. Nil 5. Nil 6. Nil 7. Nil		

Item 8 IOM					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date

8.01	Operational Issues	1. Nil	1. Nil		
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Item 9 STTARS					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
9.01	Operational Issues	1. Nil	1. Nil		

Item 10 SKM					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
10.01	Operational Issues	<ol style="list-style-type: none"> <li>At the request of G4S, a lock up area has been created near the Red Sea container.</li> <li>SKM and G4S will liaise regarding the possibility of Decmil surveying the internal and external fences of the MIRPC.</li> </ol>	<ol style="list-style-type: none"> <li>G4S and SKM will discuss further offline.</li> <li>G4S and SKM will discuss further offline. Messaging to transferees will be required if this occurs.</li> </ol>	G4S/SKM  G4S/SKM	

Item 11 The Salvation Army (TSA)					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
11.01	Staffing Arrivals/departures	<ol style="list-style-type: none"> <li>Thirty-four (34) TSA staff depart today.</li> <li>Thirty-five (35) Transfield staff arrive today.</li> </ol>	1. Nil		
11.02	Visits – senior staff, NGO / Govt officials, community etc	1. [REDACTED] (HMS COO) is now onsite.	1. Nil		
11.03	Significant Operational issues	1. TSA have a meeting with Transfield scheduled for today.	1. Transfield and TSA will discuss the handover of BMPs. BMPs will be led by Wilsons Security in future.		

		<ol style="list-style-type: none"> <li>2. Transferee canteens will be operational today.</li> <li>3. TSA will plan to engage with transferees today.</li> <li>4. Service Providers will discuss transferee messaging offline.</li> <li>5. Apologies for the delay in distribution of the minutes from yesterday's Operations Meeting.</li> <li>6. Transferee files including IMPs, case notes and uploaded documentation has been extracted from SAMiS and provided to Transfield.</li> <li>7. Many thanks to all Service Providers for their hard work and efforts over the last couple of days.</li> <li>8. Many thanks to Dr [REDACTED] for providing letters to TSA regarding the hospital project that will occur in March 2014.</li> </ol>	<ol style="list-style-type: none"> <li>2. Nil</li> <li>3. Nil</li> <li>4. Nil</li> <li>5. Nil</li> <li>6. Nil</li> <li>7. Nil</li> <li>8. Nil</li> </ol>		
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Item 12 WHS Meeting					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
12.01	Incidents	<ol style="list-style-type: none"> <li>1. One (1) stakeholder and nil transferees are currently isolated with gastro.</li> <li>2. Minimal injuries were sustained last night.</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> <li>2. Nil</li> </ol>		

Item 13 Confirm stakeholder / governance / induction meetings for the day	
13.01	1. 14:30 PSP Meeting (E block)

Meeting concluded 09:23

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Question re Manus Detainee [SEC=UNCLASSIFIED]  
**Date:** Thursday, 27 February 2014 4:15:44 PM

---

UNCLASSIFIED

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 5:22 PM  
**To:** [REDACTED]  
**Subject:** RE: Question re Manus Detainee [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED]

I have asked TSA for a contact.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]

**Sent:** Wednesday, 19 February 2014 3:14 PM

**To:** [REDACTED]

**Subject:** RE: Question re Manus Detainee [SEC=UNCLASSIFIED]

UNCLASSIFIED

Thanks [REDACTED]

Do you have a general contact number for TSA on island that I could give for this enquiry? I have had a look at the website, but I can only find phone numbers for within Australia (this person is in Indonesia). I would hope that TSA would be aware of privacy restrictions on release of information. Sorry for the additional questions

Kind regards

[REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]

**Sent:** Wednesday, 19 February 2014 3:57 PM

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Question re Manus Detainee [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED]

The department would not be the ones to have this conversation with the individual, if anything the person would need to contact The Salvation Army, keeping in mind that The Salvation Army is in the midst of transitioning out to a new service provider. We would need to be careful with this request as the transferee would need to give permission for any information to be released to a third party.

**web** [hms.salvos.org.au](http://hms.salvos.org.au)

Regards

[REDACTED]

Assistant Director

Operations Lead – Manus Island

Offshore Detention Operations Branch

**Department of Immigration and Border Protection**

Mobile: + [REDACTED]

Email: [REDACTED]

UNCLASSIFIED

---



**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 2:44 PM  
**To:** [REDACTED]  
**Subject:** Question re Manus Detainee [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED]

Hope you are surviving OK on island.

I have had the following question from IHMS National Office:

“Our Media and PR department received a call yesterday from a man in Indonesia claiming that his brother is at Manus Island and that he is worried for his welfare. We don’t have any more details than that I believe, such as who the detainee is.

We would like to pass on a Department of Immigration contact for him to speak with directly to discuss his concerns.

Is there any chance you could provide me with a contact number for someone at DIBP that we can pass on to this person? Or if not, can you suggest who I can contact to ask about this?

Any information you can provide would be most appreciated.”

Could you please advise me of a contact - possibly TSA I guess?

With thanks for your help

[REDACTED]

[REDACTED]  
Detention Health Operations  
Region East (QLD/NSW/ACT)  
Department of Immigration and Border Protection



[REDACTED] | [REDACTED]  
[REDACTED]

UNCLASSIFIED



**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** URGENT more questions [DLM=For-Official-Use-Only]  
**Date:** Thursday, 20 February 2014 9:33:52 AM

---

For-Official-Use-Only

Fyi

These answers have been provided by G4S.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 8:13 PM  
**To:** [REDACTED]  
**Subject:** RE: URGENT more questions [DLM=For-Official-Use-Only]

1. Sitrep #10: 19:12 hours local time, four Mobile Police Squad dog patrols were deployed inside and outside. But sitrep #13 says PNG Police did not centre the facility at any time. Can you please clarify if PNG Police entered the centre at any time during the disturbance? YES. AT 23.37 ON 17 FEB IT WAS IDENTIFIED THAT POLICE MOBILE SQUAD HAD ENTERED MIKE COMPOUND.
2. G4S log: 21:53 hours local time, Delta transferees attempted to get on to the roof. They were breaking everything to arm themselves (this was thought to protect themselves) (is it correct to say they were trying to protect themselves?) WE ARE UNABLE TO CONJECTURE ON THE INTENT OF THOSE WHO ARMED THEMSELVES.
3. G4S log: 23:22 hours local time, multiple gunshots were fired into the air

(who fired the shots – PNG Police?)

•  
YES, MOBILE SQUAD WERE THE ONLY GROUP SEEN CARRYING WEAPONS. (Was this when the transferee was shot in the buttocks and if so, how if shots were only fired into air?). THERE WERE MULTIPLE SHOTS FIRED INTO THE COMPOUND AS WELL. But Sitrep #13: At approximately 01:00 hours local time, the PNG Police fired shots. Were gunshots fired on two occasions? THERE WERE MULTIPLE GUNSHOTS FIRED FROM 2232H.

4. G4S log: 23:24 hours local time, Capsicum spray gas grenades fired. Can you please confirm that it was the PNG Police who shot the capsicum grenades? Also, was capsicum gas used at any other time? THE LOG IS INCORRECT. CS GAS WAS DEPLOYED INTO THE AREA SURROUNDING G1. CONFUSION DUE TO INEXPERIENCE OF INDIVIDUALS REPORTING THE EVENT. THE AUTHOR OF THIS RESPONSE WAS IN CLOSE PROXIMITY OF THE CANNISTER WHEN IT LANDED AND HAS UNDERTAKEN CS GAS TRAINING INCLUDING DEPLOYMENT OF CS GAS IN CROWD CONTROL SITUATION. THE CANISTER FIRED WAS CS GAS, NOT CAPSICUM (NORMALLY DEPLOYED AS A LIQUID SPRAY AT CLOSE PROXIMITY).

5. G4S: 23:10 hours local time, tension high between Foxtrot and Oscar over Delta not joining in. Can you please confirm if Oscar is correct, G4S log has 'F & O' or the 'O' could be D)? THE TENSION WAS BETWEEN OSCAR AND DELTA COMPOUND WHICH ARE DIRECTLY OPPOSITE EACH OTHER. THE MENTION OF FOXTROT COMPOUND IS ERRONEOUS

6. Can you please more information about an incident (not sure what source) that G4S staff approaching Mike compound were met with jeers and chanting. They withdrew from the area? Time, details etc. AT 1938H CHANTING STARTS AT MIKE COMPOUND WHEN G4S NATIONALS PASSED MIKE COMPOUND AFTER THEIR SHIFT CHANGE WAS CONDUCTED. AT THAT TIME APPROXIMATELY 100-120 TRANSFEREES WERE WHISTLING AND CHANTING.

7. There has been some mentioned of transferees 'on the oval' what does this mean? Who were they and where were they staying (e.g. were tents put up)? DURING THE COURSE OF THE EVENING OVER 400 TRANSFEREES (INCLUDING IOM CLIENTS) SELF IDENTIFIED AS BEING NOT INTERESTED IN PROTESTING AND REQUESTING TO BE PLACED UNDER G4S PROTECTION FROM THE VIOLENCE ONGOING IN THE CENTRE. DUE TO

THE POTENTIAL FOR VIOLENCE THROUGHOUT CENTRE THEY WERE MOVED TO THE PNGDF FOOTBALL OVAL (OUTSIDE THE PERIMETER OF THE MIRPC) FOR THEIR OWN SAFETY AND SECURITY.

The Minister's office also had the following question:

How many police were deployed? How many G4S guards were involved in the use of shields?

- POLICE

- AT 1858H MOBILE SQUAD REPORTED TO G4S THAT THERE STRENGTH STATE WAS:

- 46 MOBILE POLICE ON HAND

- 36 MOBILE SQUAD MEMBERS

- 10 DOG SQUAD MEMBERS

- 4 X DOGS

**INCIDENT RESPONSE TEAMS 17 FEBRUARY**

TOTAL STRENGTH =

ALPHA TEAM

- 3 x EXPATS

- 14x PNG NATIONALS

BRAVO TEAM

- 3x EXPATS

- 13 x PNG NATIONALS

CHARLIE TEAM

- 2x EXPATS

- 13x PNG NATIONALS

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**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Wednesday, 19 February 2014 5:18 PM  
**To:** [REDACTED]  
**Subject:** URGENT more questions [DLM=For-Official-Use-Only]  
**Importance:** High

For-Official-Use-Only

Hi [REDACTED]

How are we going with these responses?

cheers

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 3:04 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** more questions [DLM=For-Official-Use-Only]  
**Importance:** High

For-Official-Use-Only

Hi [REDACTED]

Canberra have asked for some further information, can you provide advice on the below questions in Blue please.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 12:43 PM  
**To:** [REDACTED]  
**Subject:** FW: more questions [DLM=For-Official-Use-Only]  
**Importance:** High

For-Official-Use-Only

Hi [REDACTED]

I am compiling a chronology of events for the Minister's submission (see attached). Some information in the sitreps sent on the night conflict or are confused with the G4S log. Some of the information also needs clarification.

Grateful if you could advise on the following points:

1. Sitrep #10: 19:12 hours local time, four Mobile Police Squad dog patrols were deployed inside and outside. But sitrep #13 says PNG Police did not centre the facility at any time. Can you please clarify if PNG Police entered the centre at any time during the disturbance?
2. G4S log: 21:53 hours local time, Delta transferees attempted to get on to the roof. They were breaking everything to arm themselves (this was thought to protect themselves) (is it correct to say they were trying to protect themselves?)
3. G4S log: 23:22 hours local time, multiple gunshots were fired into the air (who fired the shots – PNG Police?) (Was this when the transferee was shot in the buttocks and if so, how if shots were only fired into air?). But Sitrep #13: At approximately 01:00 hours

local time, the PNG Police fired shots. Were gunshots fired on two occasions?

4. G4S log: 23:24 hours local time, Capsicum spray gas grenades fired. Can you please confirm that it was the PNG Police who shot the capsicum grenades? Also, was capsicum gas used at any other time?
5. G4S: 23:10 hours local time, tension high between Foxtrot and Oscar over Delta not joining in. Can you please confirm if Oscar is correct, G4S log has 'F & O' or the 'O' could be D)?
6. Can you please more information about an incident (not sure what source) that G4S staff approaching Mike compound were met with jeers and chanting. They withdrew from the area? Time, details etc.
7. There has been some mentioned of transferees 'on the oval' what does this mean? Who were they and where were they staying (e.g. were tents put up)?

The Minister's office also had the following question:

How many police were deployed? How many G4S guards were involved in the use of shields?

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**From:** [REDACTED]  
**To:** [REDACTED] [DLM=For-Official-Use-Only]  
**Date:** Thursday, 20 February 2014 11:09:38 AM

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For-Official-Use-Only

Clarification as requested.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
[REDACTED].gov.au

For-Official-Use-Only

---

**From:** Manus HSM [mailto:manus.hsm@ihms.com.au]  
**Sent:** Thursday, 20 February 2014 10:04 AM  
**To:** [REDACTED]  
**Subject:** RE: Death Certificate [DLM=For-Official-Use-Only]

Hi [REDACTED]  
I can confirm with you that the ambulance departed the clinic at the Bibby at 0200hrs.  
Mr. Barati was declared life extinct on arrival to Lorengau Hospital at 0300hrs.  
Please let me know if I can clarify further.  
Regards,  
[REDACTED]

[REDACTED]  
Health Service Manager  
International Health and Medical Services  
Manus Island Regional Processing Centre  
Lombrum, Manus Province  
Papua New Guinea  
Mob: [REDACTED]  
Email: [REDACTED].com.au  
Website: [www.ihms.com.au](http://www.ihms.com.au)

---

**From:** [REDACTED]

**Sent:** Thursday, 20 February 2014 9:52 AM  
**To:** IHMS.HSM.Manus  
**Subject:** Death Certificate [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi [REDACTED]

Canberra is still piecing together a chronology of events and had previous information that Mr Barati was transported to hospital by ambulance at 3.30am and he died en route.

The death certificate has death pronounced at 3am. Could you please advise when the ambulance left the IHMS clinic (at the bibby) as the 3.30 timeslot is clearly incorrect?

Regards

[REDACTED]  
Assistant Director

Operations Lead – Manus Island

Offshore Detention Operations Branch

**Department of Immigration and Border Protection**

Mobile: [REDACTED]

Email: [REDACTED]

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** MIRPC Operations Meeting minutes - 21 February 2014  
**Date:** Friday, 21 February 2014 11:35:52 AM  
**Attachments:** [MIRPC Operations Meeting Minutes 2014.02.21.docx](#)

---

Dear All

Please find attached minutes from today's Operations Meeting.

Regards

[REDACTED]

---

[REDACTED]  
Personal Assistant to Manus Island RPC Contract Manager  
Humanitarian Mission Services  
The Salvation Army

phone [REDACTED]  
mobile [REDACTED]  
fax + [REDACTED]

web [hms.salvos.org.au](http://hms.salvos.org.au)  
twitter @salvoshms

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F01-01

Document Number: F01-01

Issue: 1

MIRPC Operations Meeting Minutes

Issue Date: 11 July 2013

TSA Approved by: RPC Contract Manager

Review Date: 12 July 2014

Date: 21 February 2014

Time: 09:03

Location: DIBP

Attendees:

• PNGICSA – [REDACTED]	• G4S – [REDACTED]
• DIBP – [REDACTED]	• G4S – [REDACTED]
• DIBP – [REDACTED]	• G4S – [REDACTED]
• TSA – [REDACTED] (Chair)	• IHMS – [REDACTED]
• TSA – [REDACTED]	• TOLL – [REDACTED]
• TSA – [REDACTED] (Secretary)	• TOLL – [REDACTED]
• TSL – [REDACTED]	• TSL – [REDACTED]

<b>Item 1</b>	<b>Welcome &amp; Apologies</b>
	Welcome to [REDACTED] (TSL). Apologies received from [REDACTED] (PNGICSA), [REDACTED] (DIBP), [REDACTED] (IHMS) and IOM.

<b>Item 2</b>	<b>Previous Minutes reviewed and accepted</b>
	Nil amendments have been made to the minutes of the Operations Meeting held Thursday 20 <sup>th</sup> February 2014.

Item 3 Intelligence Briefing					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
3.01	Nominal Roll	Charlie compound – 18 Delta compound – 245 Delta Nine compound – 4 Foxtrot compound – 322 Green Zone – 7 Mike compound – 401 November compound - 15 Oscar compound – 310  Onsite: 1,322  Port Moresby (medical): 11 Australia (medical): 8 Deceased: 1  Total: 1,342			
3.02	PSP/VS Update	1. Two (2) transferees are currently on Moderate PSP observation. 2. Two (2) transferees are currently on Ongoing PSP observation. 3. One (1) transferee is on voluntary starvation.	1. Nil  2. Nil  3. Nil		
3.03	Movements	1. All excursions have been suspended for the day. 2. Three (3) transferees to depart the MIRPC today with IOM.	1. Nil 2. Nil		
3.04	Incidents	1. There continued to be nil disorder or violence across the MIRPC yesterday. 2. An Iranian and Iraqi cohort in Oscar compound, entered into a negotiation with G4S management on the evening of Thursday 20 February 2014 after presenting a series of demands pertaining to the events surrounding the events of the 16 and 17 February 2014. Intelligence suggests that the cohort	1. Nil  2. Nil		

		<p>had armed themselves and were prepared to fight if their questions were not answered.</p> <p>3. Yesterday, a G4S SSO located a cache of hidden weapons in one of the accommodation blocks in Oscar.</p>	3. Nil		
3.05	Intelligence	<p>1. Intelligence suggesting that transferees were prepared to fight yesterday was reinforced throughout the day as tensions were noted to be rising in Oscar compound.</p> <p>2. Three meetings were held throughout the evening yesterday in Oscar compound. The cohort was advised that the questions they had asked would be worked on through the evening and updates provided.</p> <p>3. There continues to be scared transferees in all compounds.</p> <p>4. Rumours continue to circulate regarding another transferee death occurring.</p> <p>5. Information has been received regarding G4S National staff becoming restless outside the compounds.</p> <p>6. Staff are tired but are continuously working hard to improve and prevent disorder at the MIRPC.</p> <p>7. The Iranian cohort is being closely monitored and any new agitators are being identified.</p> <p>8. Staff continue to reassess the mood of the MIRPC.</p>	<p>1. Nil</p> <p>2. Nil</p> <p>3. Nil</p> <p>4. Nil</p> <p>5. Nil</p> <p>6. Nil</p> <p>7. Nil</p> <p>8. Nil</p>		
3.06	Facility risk rating	<p>Threat of Voluntary Starvation – GREEN</p> <p>Self-Harm / Suicide – GREEN</p> <p>Violent Unrest – AMBER</p> <p><b>Centre Status = AMBER</b></p>	The overall MIRPC Centre Risk Status is currently AMBER due to the centre being moderately tense and intelligence indicating that a potential exists for violent unrest.		

Item 4 PNG ICSA					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
4.01	Operational Issues	<ol style="list-style-type: none"> <li>Many thanks to Service Providers for their hard work and collaborative approach over the last couple of days.</li> <li>A reminder to staff not to speak with the media or comment on the events from earlier in the week.</li> </ol>	<ol style="list-style-type: none"> <li>Nil</li> <li>Service Providers are to remind all staff of confidentiality.</li> </ol>	All SPs	

Item 5 DIBP					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
5.01	Staffing arrivals/departures	1. Nil	1. Nil		
5.02	Significant Operational issues	1. Messaging to transferees will go ahead today. Many thanks to TSA for arranging.	1. DIBP will finalise the script and circulate to Service Providers. Service Provider will meet prior to the messaging.	DIBP	
5.03	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		

Item 6 G4S					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
6.01	Staffing Arrivals/departures	1. Nil	1. Nil		
6.02	Visits – senior staff, NGO / Govt officials, community etc	1. [REDACTED] (G4S General Manager) and [REDACTED] (G4S Head of HR) arrive today.	1. Nil		



6.03	Significant Operational issues	<ol style="list-style-type: none"> <li>1. Service Providers will meet to discuss a transferee message delivery strategy.</li> <li>2. Containers that were moved last night in preparation for protests will be rearranged for operational effectiveness.</li> <li>3. Seven (7) transferees who are in November compound will be reintegrated to Mike compound today via Bravo compound.</li> <li>4. Transferees who were in Police custody will go on BMPs.</li> <li>5. Service Providers will work together to recommence telephone and internet services.</li> <li>6. G4S have done a restructure of shift rotations to maximise staff on shift and reduce fatigue.</li> <li>7. 130 G4S guards from Port Moresby will be extracted today pending flight arrangements.</li> <li>8. Interactions with the media that occurred yesterday are in the media today.</li> <li>9. Six (6) of the eight (8) transferees who are in Police custody were charged. The remaining two (2) are pending investigation (Incident Reports were circulated yesterday).</li> <li>10. Many thanks to Wilson Security guards who have worked well at the Centre.</li> <li>11. Three (3) transferees depart the MIRPC today with IOM.</li> <li>12. Many thanks to TSA for their hard work. It has been a pleasure to work together.</li> <li>13. G4S will temporarily chair the Operations Meeting commencing tomorrow.</li> <li>14. Fuel levels: As at COB Thursday 20 February 2014 – 52,397 litres. Total dispensed: 11,853 litres.</li> <li>15. Training: IRT is on standby, induction of 3 new staff members and 51 new arrivals have arrived from Wilsons (they are undertaking MIRPC training).</li> </ol>	<ol style="list-style-type: none"> <li>1. Nil</li> <li>2. Nil</li> <li>3. Nil</li> <li>4. Nil</li> <li>5. Nil</li> <li>6. Nil</li> <li>7. Nil</li> <li>8. Nil</li> <li>9. Nil</li> <li>10. Nil</li> <li>11. Nil</li> <li>12. Nil</li> <li>13. Nil</li> <li>14. Nil</li> <li>15. Nil</li> </ol>	G4S/ Wilsons G4S	
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Item 7 IHMS					
Item #	Date raised	Description	Action / Progress Update	Assed	Due Date / Completed Date
7.01	Staffing Arrivals/departures	1. Nil	1. Nil		
7.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
7.03	Significant Operational issues	1. One (1) transferee is currently on voluntary starvation ( [REDACTED] ) 2. Two (2) transferees are currently on Moderate PSP observation. 3. Two (2) transferees are currently on Ongoing PSP observation.	1. Nil 2. Nil 3. Nil		

Item 8 IOM					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
8.01	Operational Issues	1. Nil	1. Nil		

Item 10 TSL					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
10.01	Operational Issues	1. [REDACTED] is the Welfare Lead for the MIRPC. 2. Many thanks and much appreciation to TSA for their hard work and efforts with transitioning.	1. Nil 2. Nil		

Item 12 The Salvation Army (TSA)					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
12.01	Staffing Arrivals/departures	1. Nil	1. Nil		
12.02	Visits – senior staff, NGO / Govt officials, community etc	1. Nil	1. Nil		
12.03	Significant Operational issues	1. Many thanks to PNGICSA for allowing TSA to work in their Centre. 2. Many thanks to DIBP for their continued support. 3. Many thanks to [REDACTED] and his team at G4S. 4. Many thanks to [REDACTED] and [REDACTED] (TOLL), it has been a pleasure working with you. 5. Today is TSA's final day at the MIRPC. 6. An email has been sent by TSA regarding the transferee messaging. Appointment slips have been given to TSL to distribute to transferees. 7. TSA have bail documentation to hand over to TSL.	1. Nil 2. Nil 3. Nil 4. Nil 5. Nil 6. Nil 7. Nil		

Item 13 WHS Meeting					
Item #	Date raised	Description	Action / Progress Update	Assigned	Due Date / Completed Date
13.01	Incidents	1. Nil to report	1. Nil		

Item 14 Confirm stakeholder / governance / induction meetings for the day					
14.01	1. 14:30 PSP Meeting (Clinic)				

Meeting concluded 09:16



**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: URGENT - Security Guarding & Escort Required [SEC=UNCLASSIFIED]  
**Date:** Friday, 21 February 2014 4:56:25 PM  
**Attachments:** [WO 198.1314C Urgent Guarding Requirements at Funeral Home Erima.pdf](#)  
**Importance:** High

---

fyi

[REDACTED]  
Deputy High Commissioner  
Australian High Commission  
Port Moresby  
tel: [REDACTED]  
fax: [REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, 21 February 2014 3:49 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: URGENT - Security Guarding & Escort Required [SEC=UNCLASSIFIED]  
**Importance:** High

Hi [REDACTED]  
As per our phone conversation this afternoon, please refer attached our Work Order as per email below from Cass.

Thanks for your assistance in making arrangements.

Kind regards,

[REDACTED]  
Security Administrative Assistant  
Security Operations Centre  
Australian High Commission – Port Moresby  
Locked Bag 129  
WAIGANI  
National Capital District  
Ph: [REDACTED]  
Fax: [REDACTED]  
Email: [REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, 21 February 2014 3:22 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** URGENT - Security Guarding & Escort Required [SEC=UNCLASSIFIED]

Hi [REDACTED]

As discussed we urgently need 2 x security guards deployed to The Funeral Home at Erima no later than 1730hrs today. They are to remain onsite, one guard at the front and one at the rear

of the premises, until 2000hrs Tuesday, 25 February (unless otherwise advised). Please confirm with me via phone once they arrive.

We also require an escort vehicle to be positioned at the airport no later than 1730hrs. Justin Fraser from DFAT will call Charlie Base to advise the exact location the escort will be required.

Rose, when you can please send a work order to Randel detailing the above.

Thanks

█

█  
First Secretary (Development Cooperation)  
Department of Foreign Affairs and Trade

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Regional Security Manager  
Australian High Commission  
Port Moresby, Papua New Guinea

E | █  
T | █  
M | █



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: List of patients from mass casualty IHMS Manus for evacuation [SEC=UNCLASSIFIED]  
**Date:** Thursday, 27 February 2014 3:20:09 PM

---

UNCLASSIFIED

As requested

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Monday, 17 February 2014 12:31 PM  
**To:** [REDACTED]  
**Subject:** List of patients from mass casualty IHMS Manus for evacuation [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED]

As requested, this is not the complete list.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED] **On Behalf Of** RPC HLO  
**Sent:** Monday, 17 February 2014 11:41 AM

**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: List of patients from mass casualty IHMS Manus for evacuation [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED]

Please see email below regarding 4 transferees that have been approved that require urgent movement to POM after the recent incident.

Let me know if you require anything further to assist.

Regards

[REDACTED]  
Assistant Director  
Health Liaison Officer – Nauru & Manus  
Offshore Detention Operations  
Department of Immigration and Border Protection  
Telephone: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED] **On Behalf Of** RPC HLO  
**Sent:** Monday, 17 February 2014 12:39 PM  
**To:** [REDACTED]  
**Cc:** Manus AC Comms ([ManusACComms@internationalsos.com](mailto:ManusACComms@internationalsos.com)); [manus.hsm@ihms.com.au](mailto:manus.hsm@ihms.com.au); RPC HLO  
**Subject:** RE: List of patients from mass casualty IHMS Manus for evacuation [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED]

These have all been approved for transfer from Manus to POM>

Regards

[REDACTED]  
Assistant Director  
Health Liaison Officer – Nauru & Manus  
Offshore Detention Operations  
Department of Immigration and Border Protection  
Telephone: [REDACTED]  
Mobile: [REDACTED]



Email: [REDACTED]

UNCLASSIFIED

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**From:** [REDACTED]  
**Sent:** Monday, 17 February 2014 11:35 AM  
**To:** RPC HLO; Manus AC Comms  
**Subject:** FW: List of patients from mass casualty IHMS Manus for evacuation

Dear [REDACTED]

As discussed below we have 4 patients requiring urgent movement to Port Moresby:

**Patient [REDACTED] :**

Knocked unconscious yesterday - hit to right side of jaw.  
When regained consciousness - agitated and drowsy  
Today - amnesia of entire event. Swelling on right side of face - ?facial / jaw fracture - malocclusion, does not want to open mouth. Likely facial fractures.  
Will need CT head and face.  
Also has painful right knee – possible fracture  
GCS 13. Lies with eyes closed. Confused. Has had morphine overnight  
Haemodynamically stable  
Will need stretcher and medical escort via air ambulance

**Patient [REDACTED] :**

Comminuted closed fracture patellar left, full length POP backslab.  
Requires imaging and internal fixation.  
Requiring significant analgesia and will need to keep left leg extended - needs stretcher  
Can be accommodated on a commercial aircraft with stretcher and medical escort – will need 24 hours to seek clearance from airline

**Patient [REDACTED] :**

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  
Receiving antibiotics and haemodynamically stable  
Can be moved seated

**Patient [REDACTED] :**

Large laceration 20cm across front of neck - horizontal.  
Lost a lot of blood. On probing - does not look like gone through deep structures.  
No hoarse, no bubbling, carotid and jugular intact.  
Washed out and stitched back together.  
Antibiotics.  
This morning - remains haemodynamically stable.  
No haematoma in neck however it is recommended he should be properly explored - washed up and closed up  
Can be moved seated

### Proposed plan

1. We have a concurrent air ambulance leaving today for a G4S employee with a potential intracerebral bleed that can accompany one of the patients as a seated passenger – we recommend that patient [REDACTED] is the priority to accompany this patient. He can be dropped off in Port Moresby and admitted to PIH.
2. We are also seeking approval for one air ambulance to take stretcher patient [REDACTED] and accompanying passenger [REDACTED] to Port Moresby.

3. Commercial stretcher movement for [REDACTED] to Port Moresby

All patients can be assessed and managed at PIH.

Kind regards,

[REDACTED]

[REDACTED]

Area Medical Director, Offshore Processing Centres  
International Health and Medical Services

[REDACTED]

Sydney, NSW 2000

Mob: [REDACTED]

Email: [REDACTED]

Web: [www.ihms.com.au](http://www.ihms.com.au)

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Network Atmospherics - detainee reaction to the situation on Manus Island [DLM=For-Official-Use-Only]  
**Date:** Thursday, 27 February 2014 3:30:12 PM

---

For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Tuesday, 18 February 2014 1:31 PM  
**To:** [REDACTED]  
**Subject:** RE: Network Atmospherics - detainee reaction to the situation on Manus Island [DLM=For-Official-Use-Only]

For-Official-Use-Only

Thanks [REDACTED]

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Tuesday, 18 February 2014 9:03 AM  
**To:** [REDACTED]  
**Subject:** FW: Network Atmospherics - detainee reaction to the situation on Manus Island [DLM=For-Official-Use-Only]  
**Importance:** High

For-Official-Use-Only

Email sent to SLO network.

Hope you're safe neussy.

Regards

[REDACTED]

A/g Director

**Detention Security, Risk and Liaison Section**

Detention Operations Branch | Status Resolution Services Division

Department of Immigration and Border Protection

T [REDACTED] | M [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Tuesday, 18 February 2014 8:54 AM

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** Network Atmospheric - detainee reaction to the situation on Manus Island [DLM=For-Official-Use-Only]

**Importance:** High

For-Official-Use-Only

Good Morning SLO Teams

The situation on Manus Island Offshore Processing Centre deteriorated overnight and staff were evacuated from the facility at approximately midnight. All staff and service provider staff are safe and there has been no reports of injuries.

A number of transferees were injured during the protest activity and are receiving medical treatment. Initial reports suggest that there is some minor property damage.

PNG Police assisted in restoring order to the facility with G4S engaging with transferees.

While there will be a significant level of interest in these events by detainees and staff within our mainland facilities, it is important that we ensure any investigations and future actions to support staff at the Manus Island facility are conducted without interference.

To this end, the above information is provided for your information only and in order to assist your understanding of events which then assists in gauging the potential impact within the detainee population at your facility.

Please ensure that you and your teams engage with your stakeholders and service provider staff about remaining vigilant to any change in detainee behaviour. Please forward reporting through to the Detention Intelligence mailbox, [REDACTED] and myself if the situation on Manus Island is observed to be impacting the mood and atmospherics within your facility.

Detention Operations National Office will ensure that coordinated reporting on mainland detention network stability and mood is circulated to the SES.

Regards

[REDACTED]

A/g Director

**Detention Security, Risk and Liaison Section**

Detention Operations Branch | Status Resolution Services Division

Department of Immigration and Border Protection

T [REDACTED] | M [REDACTED]

For-Official-Use-Only



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: URGENT: Transferees at the police station [DLM=For-Official-Use-Only]  
**Date:** Thursday, 27 February 2014 3:32:56 PM  
**Attachments:** [image001.gif](#)

---

For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 12:19 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** URGENT: Transferees at the police station [DLM=For-Official-Use-Only]

For-Official-Use-Only

Dear All

[REDACTED] has just notified me that the transferees currently detained at the police station will be released today. Can I ask everyone to make a decision on the relocation of these transferees and make appropriate arrangements to pick them up from the police station please.

[REDACTED] also indicated that the police will be available at the centre around 13:00hrs today to do their compound talks. Please make necessary arrangements to meet with the police to ensure this messaging is conducted.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island

Offshore Detention Operations Branch

**Department of Immigration and Border Protection**

Mobile: [REDACTED]

Email: [REDACTED]

For-Official-Use-Only





**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: URGENT MIBP Question - Manus OPC [DLM=For-Official-Use-Only]  
**Date:** Thursday, 27 February 2014 3:34:41 PM  
**Importance:** High

---

For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 2:37 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** URGENT MIBP Question - Manus OPC [DLM=For-Official-Use-Only]  
**Importance:** High

For-Official-Use-Only

Dear [REDACTED]

Urgent request from the MO please. I realise you are flat out so I apologise.

The questions are as follows:

How many sweeps and searches were undertaken of the Manus OPC?  
How many walk throughs were undertaken by police, and when did they start?

I have confirmed that the time frame that is of interest is the past week or so. If the info happens to be readily available, info for the past month would be appreciated.

Kind regards

[REDACTED]  
Assistant Director

Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: [REDACTED] - Transferee request to TSA [SEC=UNCLASSIFIED]  
**Date:** Thursday, 27 February 2014 4:15:23 PM

---

UNCLASSIFIED

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

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**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 5:08 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** [REDACTED] - Transferee request to TSA [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED]

Can you facilitate the request below please.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

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**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 4:16 PM

**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** [REDACTED] - Transferee request to TSA [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi [REDACTED],

I have been asked by [REDACTED] if it is possible for him to use a phone to call his family in Iraq so they do not worry about him as they would have heard the news of Manus riots. He has not been able to contact them as they don't go to the other compound to use the phones now.

He also wanted to know if his friend in MIKE compound was ok as he would have had nothing to do with the riots and he is very worried about him. His friend is [REDACTED] and his name is [REDACTED].

Would TSA be able to facilitate a phone call and let him know that his friend is OK?

Cheers, [REDACTED]

[REDACTED]  
Interviewing Officer  
Illegal Maritime Arrivals Entry Services  
Immigration Intelligence Branch  
Department of Immigration and Border Protection  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Intell on riots - from ORL045 [SEC=UNCLASSIFIED]  
**Date:** Thursday, 27 February 2014 4:15:36 PM

---

UNCLASSIFIED

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 5:19 PM  
**To:** [REDACTED]  
**Subject:** Intell on riots - from ORL045 [SEC=UNCLASSIFIED]

UNCLASSIFIED

fyi

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

---

**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 5:16 PM  
**To:** [REDACTED]  
**Subject:** Intell on riots - from [REDACTED] [SEC=UNCLASSIFIED]

UNCLASSIFIED

H [REDACTED]

There's one Pakistani guy in DELTA threatening us that if we don't go into the protest that he will bash us Hazaras and after that he will escape back into Oscar. He was threatening the 20 Hazaras in Delta but he did not directly threaten us, they had a plan and we were informed of the plan.

His name is [REDACTED] – boat ID unknown, approx. [REDACTED] and is from Delta 1. (possibly [REDACTED] as checked on nomroll)

He has not harmed anyone yet.

FYI and action

Cheers, [REDACTED]

[REDACTED]  
Interviewing Officer  
Illegal Maritime Arrivals Entry Services  
Immigration Intelligence Branch  
Department of Immigration and Border Protection  
Mobile: [REDACTED]  
Email: [REDACTED]

UNCLASSIFIED

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: URGENT MIBP Question - Manus OPC [DLM=For-Official-Use-Only]  
**Date:** Thursday, 27 February 2014 4:15:39 PM

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For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 5:21 PM  
**To:** [REDACTED]  
**Subject:** URGENT MIBP Question - Manus OPC [DLM=For-Official-Use-Only]

For-Official-Use-Only

How are we going with this response?

cheers

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 3:47 PM  
**To:** [REDACTED]  
**Subject:** RE: URGENT MIBP Question - Manus OPC [DLM=For-Official-Use-Only]

Same here...!

---

**From:** [REDACTED]  
**Sent:** Wednesday, 19 February 2014 2:37 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** URGENT MIBP Question - Manus OPC [DLM=For-Official-Use-Only]  
**Importance:** High

For-Official-Use-Only

Dear [REDACTED]

Urgent request from the MO please. I realise you are flat out so I apologise.

The questions are as follows:

How many sweeps and searches were undertaken of the Manus OPC?  
How many walk throughs were undertaken by police, and when did they start?

I have confirmed that the time frame that is of interest is the past week or so. If the info happens to be readily available, info for the past month would be appreciated.

Kind regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Death Certificate [DLM=For-Official-Use-Only]  
**Date:** Thursday, 27 February 2014 4:16:19 PM

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For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Thursday, 20 February 2014 10:10 AM  
**To:** [REDACTED]  
**Subject:** Death Certificate [DLM=For-Official-Use-Only]

For-Official-Use-Only

Clarification as requested.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Thursday, 20 February 2014 10:04 AM  
**To:** [REDACTED]  
**Subject:** RE: Death Certificate [DLM=For-Official-Use-Only]

Hi [REDACTED]

I can confirm with you that the ambulance departed the clinic at the Bibby at 0200hrs.  
Mr. Barati was declared life extinct on arrival to Lorengau Hospital at 0300hrs.  
Please let me know if I can clarify further.

Regards,

[REDACTED]

[REDACTED]  
Health Service Manager  
International Health and Medical Services  
Manus Island Regional Processing Centre  
Lombrum, Manus Province  
Papua New Guinea  
Mob: [REDACTED]  
Email: [REDACTED]  
Website: [www.ihms.com.au](http://www.ihms.com.au)

---

**From:** [REDACTED]  
**Sent:** Thursday, 20 February 2014 9:52 AM  
**To:** [REDACTED]s  
**Subject:** Death Certificate [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi [REDACTED]

Canberra is still piecing together a chronology of events and had previous information that Mr Barati was transported to hospital by ambulance at 3.30am and he died en route.

The death certificate has death pronounced at 3am. Could you please advise when the ambulance left the IHMS clinic (at the bibby) as the 3.30 timeslot is clearly incorrect?

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: \*Confidential:TSA Timeline for Monday 17 February 2014 [DLM=For-Official-Use-Only]  
**Date:** Thursday, 27 February 2014 4:16:34 PM  
**Importance:** High

---

For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED] 2014 1:33 PM  
**To:** [REDACTED]  
**Subject:** FW: \*Confidential:TSA Timeline for Monday 17 February 2014 [DLM=For-Official-Use-Only]  
**Importance:** High

For-Official-Use-Only

Fyi

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

**From:** [REDACTED] **On**  
**Behalf Of** [REDACTED]  
**Sent:** Thursday, 20 February 2014 12:03 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** \*Confidential:TSA Timeline for Monday 17 February 2014  
**Importance:** High

Dear [REDACTED]

Please note the following information from TSA to inform the Chronological Order for 17 February 2014:

16:06 last of TSA staff exit Delta Compound (outreach engagement with transferees).

17:32 last of TSA staff exit Foxtrot Compound (outreach engagement with transferees).

Cigarettes were distributed to Delta and Oscar prior to 16:00.

17:00 last of TSA staff depart MIRPC and return to Bibby or home (Manusian Staff).

[REDACTED] and I left the MIRPC when directed by you (recorded in Chronology).

TSA had limited engagement in Oscar and Mike Compound on 17 February 2014, as directed by the Sierra One in each of these compounds.

Please advise if you would like further information.

Regards

[REDACTED]

[REDACTED]  
RPC Contract Manager Manus Island  
Humanitarian Mission Services  
The Salvation Army

phone [REDACTED]  
mobile [REDACTED]  
fax [REDACTED]  
PNG Mobile [REDACTED]

web [hms.salvos.org.au](http://hms.salvos.org.au)  
twitter @salvoshms

For-Official-Use-Only

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: PERSONAL EFFECT OF REZA BARATI -FRT 067 [DLM=For-Official-Use-Only]  
**Date:** Thursday, 27 February 2014 4:16:37 PM

---

For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: + [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Thursday, 20 February 2014 1:36 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: PERSONAL EFFECT OF REZA BARATI -FRT 067 [DLM=For-Official-Use-Only]

For-Official-Use-Only

Thanks [REDACTED]

Please stand by.

Regards

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

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**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Thursday, 20 February 2014 12:08 PM

To: [REDACTED]  
Cc: [REDACTED]  
Subject: PERSONAL EFFECT OF REZA BARATI -FRT 067

[REDACTED]  
We have property in trust (\$60) as well as personal clothing items and effects for REZA BARATI.  
We will hold on to them until you tell us where you want them sent.  
I would suggest that they get sent home with the body.  
[REDACTED]

[REDACTED]  
Deputy Regional General Manager Manus Island RPC  
G4S Australia & New Zealand  
Ph: + [REDACTED]  
Mob: + [REDACTED]  
Email: [REDACTED]  
Web: [www.au.g4s.com](http://www.au.g4s.com)

\*\*\*\*\*

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Face to Photo Check [DLM=For-Official-Use-Only]  
**Date:** Thursday, 27 February 2014 4:17:51 PM

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For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
[REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Friday, 21 February 2014 2:10 PM  
**To:** [REDACTED]  
**Subject:** RE: Face to Photo Check [DLM=For-Official-Use-Only]

For-Official-Use-Only

Thank you [REDACTED]

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
**Department of Immigration and Border Protection**  
Mobile: [REDACTED]  
Email: [REDACTED]

For-Official-Use-Only

---

**From:** [REDACTED]  
**Sent:** Friday, 21 February 2014 2:09 PM  
**To:** [REDACTED]  
**Subject:** FW: Face to Photo Check

[REDACTED]  
See below,  
[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, 21 February 2014 1:59 PM  
**To:** [REDACTED]  
**Subject:** Face to Photo Check

Hi [REDACTED]

16<sup>th</sup> Feb 2014 face to photo check on 17<sup>th</sup> Feb at 0710hrs. All accounted for.  
After the 19<sup>th</sup> Feb 2014 incident a personnel numbers check was conducted. Not all personnel have their ID cards due to the situation on the ground.  
Currently we are undertaking photo book to individual transferee check. Confirmation of numbers will be to the department this afternoon by 1800.

Regards

[REDACTED]

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Program to assist concerned friends and relatives to contact Transferees at MOPC [DLM=For-Official-Use-Only]  
**Date:** Thursday, 27 February 2014 4:17:59 PM

---

For-Official-Use-Only

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
Department of Immigration and Border Protection  
Mobile: + [REDACTED]  
Email: [REDACTED]

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Friday, 21 February 2014 5:19 PM  
**To:** [REDACTED]  
**Subject:** Program to assist concerned friends and relatives to contact Transferees at MOPC [DLM=For-Official-Use-Only]

For-Official-Use-Only

Fyi

[REDACTED]  
Assistant Director  
Operations Lead – Manus Island  
Offshore Detention Operations Branch  
Department of Immigration and Border Protection  
Mobile: [REDACTED]  
Email: [REDACTED]

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Friday, 21 February 2014 5:04 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Program to assist concerned friends and relatives to contact Transferees at MOPC

Hi [REDACTED] and [REDACTED]

Grateful if over the weekend you are able to devise a plan which enables Transferees to connect with concerned friends or relatives.

The department has had a large volume of inquiries from concerned friends or relatives of Transferees accommodated at Manus OPC wishing to make contact

[REDACTED] - grateful for your advice also on the timeline to fix the Internet rooms and the telephones.

Happy to discuss tomorrow if required,

Kind regards



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