

## QUESTION TAKEN ON NOTICE

### SUPPLEMENTARY BUDGET ESTIMATES HEARING: 15 October 2012

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(SE12/0601A) PROGRAM – 4.3: Offshore Asylum Seeker Management**

Senator Cash (written) asked:

Implementation of Hawke-Williams report: The report notes that “the department has reviewed the situation reporting system and has developed and implemented enhanced incident rating categories and escalation processes” (pg. 4). Please elaborate on this – what are the newly enhanced incident rating categories? How is an incident escalated?

*Answer:*

A model of categorising incidents for situation reporting was developed to determine the appropriate escalation point for the communication of situation reports, as detailed below. These categories are for communication purposes only and do not always align with the severity of the incident or rating of the incidents attributed by the detention services provider (DSP).

Category 0 – these incidents are minor in nature and do not need to be escalated to National Office for Situation Reporting.

Category 1 – minor incidents. Duty officers at the immigration detention facilities (IDF) report incidents to the Border Operations Centre out of hours (BOC). BOC staff prepare and release a report if warranted. The BOC is a 24 hour contact centre used to support border operations and undertake out of hours detention incident reporting.

Category 2 – major or sensitive incidents. Duty officers at the IDFs report incidents to the BOC out of hours. BOC staff prepare and forward a report to the Detention Operations duty officer for amendment and clearance. Duty Officer releases the report.

Category 3 – critical incidents. Duty officers at the IDFs immediately report these incidents to the Detention Operations duty officer who escalates to the on call Senior Executive for the preparation of a report and alerting other stakeholders and business partners who may be required to provide services.

A review of the incident management framework is currently underway which will further align incident ratings used by the DSP, departmental reporting and situation reports.