 <b>Australian Government</b> <b>Department of Immigration and Citizenship</b>	<b>DIAC-IN-CONFIDENCE</b>  <b>Incident Detail Report</b>  As at 19/02/2013	
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### Incident Summary

Incident Number:	1-33YKX7	DIAC Notified:	24/01/2010 07:20:00 PM
Type:	Removal - Aborted	DIAC Notified By:	DAVID KELLY
Level:	Major	DIAC Contact:	PAUL BROWN
Version:	1	Initial Release On:	24/01/2010 11:21:38 PM
Status:	Closed	Version Released On:	24/01/2010 11:21:38 PM
Location:	Perth IDC	Transport ID:	
Occurred On:	24/01/2010 04:55:00 PM	Sensitive:	N
Informed By:	Service Provider Staff	Summary:	The Captain on flight TG482 aborted the removal.
Informed On:	24/01/2010 06:55:00 PM	Organisation:	Serco
Location Details:	Perth International Airport	CCTV Recording Number:	

### Participants

#### Client

Participation Type:	Involved	Client was armed:	N
Service Number:	1-33M60D	Interpreter:	
Family Name:	s. 47F(1)	Interpreter Id:	
Given Name(s):	s. 47F(1)	TIS Job No:	
Date of Birth:	s. 47F(1)	Comments:	
Minor:	s. 47		

#### Client

Participation Type:	Involved	Client was armed:	N
Service Number:	1-33LMYI	Interpreter:	
Family Name:	s. 47F(1)	Interpreter Id:	
Given Name(s):	s. 47F(1)	TIS Job No:	
Date of Birth:	s. 47F(1)	Comments:	
Minor:	s. 47		

### Incident Details

Version: 2      Created On: 28/01/2010 03:31:17 PM      Created By: KEN ANDERSON

Description: The Client was successfully removed from Australia on Wednesday 27th January 2010. This incident is closed.

 <p><b>Australian Government</b> <b>Department of Immigration and Citizenship</b></p>	<p>DIAC-IN-CONFIDENCE</p> <p><b>Incident Detail Report</b></p> <p>As at 19/02/2013</p>	
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Version: 1

Created On: 24/01/2010 11:19:13 PM

Created By: DAVID KELLY

 <p><b>Australian Government</b></p> <hr/> <p><b>Department of Immigration and Citizenship</b></p>	<p>DIAC-IN-CONFIDENCE</p> <p><b>Incident Detail Report</b></p> <p>As at 19/02/2013</p>	
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Description: At approximately 1400hrs serco was tasked by an RFS from DIAC to conduct a supervised removal of two (2) clients a s. 47F(1) and s. 47F(1) from Perth IDC to the Perth International Terminal Building.

Serco staff CSO A.King, CSO J.Koh, CSO B.Reichel, CSO D.Yeoh were briefed on the removal by CSM David Kelly. DIAC Acting Centre Manager Paul Brown was also present at the briefing.

At approximately 1415hrs CSM D.Kelly entered the clients room, the clients were asked via a TIS interpreter (job number 1445357) if they were prepared to comply with CSM D.Kelly instructions, both clients refused to comply, they were both asked again if they understood what was being asked of them, they acknowledged that they understood and stated they do not want to go back.

At approximately 1417hrs CSM D.Kelly asked Mr Paul Brown for permission to use appropriate force in order to remove the clients from the IDC to ITB, Mr Brown gave that permission.

At approximately 1420hrs serco staff began to remove the two (2) clients from the room using minimal force required. At approximately 1426hrs s. 47F(1) was removed from the room and assisted to the escort vehicle. At approximately 1427hrs Mr Brown gave permission to use mechanical restraints on s. 47F(1). At Approximately 1429hrs the restraints were applied to s. 47F(1) and he was assisted to the escort vehicle.

At approximately 1435hrs both clients were offered water and declined, the escort departed the centre at approximately 1445hrs Enroute for the Perth ITB with five (5) serco staff and a Australian Federal Police escort.

At approximately 1500hrs the escort party arrived at the ITB, both clients were offered water and s. 47F(1) accepted s. 47F(1) declined.

At approximately 1505hrs CSM D.Kelly went into the ITB to confer with DIAC airport and to check the clients and luggage in to the airline.

At approximately 1520hrs the captain of flight TG 482 was informed of the two (2) clients and their demeanor he gave his consent to board the clients.


At approximately 1608hrs customs cleared the client?s airside and the clients were assisted to the aircraft by serco staff and AFP, upon arrival at the air craft both clients were reluctant to board. At this stage both clients had refused to comply with any direction given them, they both had slumped and were carried by serco staff to their seat on the aircraft.

At approximately 1645hrs both clients were seated on the aircraft and restraints removed from s. 47F(1)

At approximately 1650hrs escort staff were notified that the captain has now refused to take the client?s and the removal has been aborted.

At approximately 1651hrs the clients were assisted from the aircraft and returned to the escort vehicle.

At approximately 1653hrs the escort departed the ITB and returned to the IDC arriving at approximately 1700hrs. Both clients were placed back in their room. CSM D.Kelly spoke with s. 47F(1) via a staff interpreter and asked him if his wrist and hands were OK, s. 47F(1) replied OK. He was

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offered an ice pack and declined.

At approximately 1710hrs CSM D.Kelly spoke with Mr Paul Brown and informed him that the removal was aborted.

At approximately 1720hrs CSM D.Kelly spoke with the on call Triage nurse Glenys Walker to inform her of the incident with [s. 47F\(1\)](#). The nurse recommended that the client be offered an ice pack at a later stage. The ice pack was offered again at approximately 1925hrs and declined.

[s. 47F\(1\)](#) will be seen by the centre nurse on Monday 25th January 2010.

Incident Number	Type	Level	Version	Status	Transport Number	Informed By	Occurred On	Informed On
1-33YKX7	Removal - Aborted	Major		1 Closed		Service Provider Staff	24/01/2010 16:55	24/01/2010 18:55

NOTE: At approximately 1400hrs serco was tasked by an RFS from DIAC to conduct a supervised removal of two (2) clients a<sup>s. 47F(1)</sup> and<sup>s. 47F(1)</sup> from Perth IDC to the Perth International Terminal Building. Serco staff CSO A.King, CSO J.Koh, CSO B.Reichel, CSO D.Yeoh were briefed on the removal by CSM David Kelly. DIAC Acting Centre Manager Paul Brown was also present at the briefing. At approximately 1415hrs CSM D.Kelly entered the clients room, the clients were asked via a TIS interpreter (job number 1445357) if they were prepared to comply with CSM D.Kelly instructions, both clients refused to comply, they were both asked again if they understood what was being asked of them, they acknowledged that they understood and stated they do not want to go back. At approximately 1417hrs CSM D.Kelly asked Mr Paul Brown for permission to use appropriate force in order to remove the clients from the IDC to ITB, Mr Brown gave that permission. At approximately 1420hrs serco staff began to remove the two (2) clients from the room using minimal force required. At approximately 1426hrs<sup>s. 47F(1)</sup> was removed from the room and assisted to the escort vehicle. At approximately 1427hrs Mr Brown gave permission to use mechanical restraints or<sup>s. 47F(1)</sup>. At approximately 1429hrs the restraints were applied to<sup>s. 47F(1)</sup> and he was assisted to the escort vehicle. At approximately 1435hrs both clients were offered water and declined, the escort departed the centre at approximately 1445hrs Enroute for the Perth ITB with five (5) serco staff and a Australian Federal Police escort. At approximately 1500hrs the escort party arrived at the ITB, both clients were offered water and<sup>s. 47F(1)</sup> accepted<sup>s. 47F(1)</sup> declined. At approximately 1505hrs CSM D.Kelly went into the ITB to confer with DIAC airport and to check the clients and luggage in to the airline. At approximately 1520hrs the captain of flight TG 482 was informed of the two (2) clients and their demeanor he gave his consent to board the clients. At approximately 1608hrs customs cleared the client→s airside and the clients were assisted to the aircraft by serco staff and AFP, upon arrival at the air craft both clients were reluctant to board. At this stage both clients had refused to comply with any direction given them, they both had slumped and were carried by serco staff to their seat on the aircraft. At approximately 1645hrs both clients were seated on the aircraft and restraints removed from<sup>s. 47F(1)</sup>. At approximately 1650hrs escort staff were notified that the captain has now refused to take the client→s and the removal has been aborted. At approximately 1651hrs the clients were assisted from the aircraft and returned to the escort vehicle. At approximately 1653hrs the escort departed the ITB and returned to the IDC arriving at approximately 1700hrs. Both clients were placed back in their room. CSM D.Kelly spoke with<sup>s. 47F(1)</sup> via a staff interpreter and asked him if his wrist and hands were OK,<sup>s. 47F(1)</sup> replied OK. He was offered an ice pack and declined. At approximately 1710hrs CSM D.Kelly spoke with Mr Paul Brown and informed him that the removal was aborted. At approximately 1720hrs CSM D.Kelly spoke with the on call Triage nurse Glenys Walker to inform her of the incident with<sup>s. 47F(1)</sup>. The nurse recommended that the client be offered an ice pack at a later stage. The ice pack was offered again at approximately 1925hrs and declined<sup>s. 47F(1)</sup> will be seen by the centre nurse on Monday 25th January 2010.

The Client was sucessfully removed from Australia on Wednesday 27th January 2010. This incident is closed.

DIAC Contact	DIAC Notified By	DIAC Notified	Sensitive	Summary	Location Details	Location
PAUL BROWN	DAVID KELLY	24/01/2010 19:20	N	The Captain on flight TG482 aborted the removal.	Perth International Airport	Perth IDC

Initial Release On	Version Released On	Person Responsible	Date Created	Organisation	CCTV Reference
24/01/2010 23:21	24/01/2010 21:21	DAVID KELLY	24/01/2010 23:14	Serco	