



Australian Government
Department of Immigration
and Border Protection

SRSS Incident Reporting and Management

DIBP's Child Safeguarding Training 06DEC2016

Incident Reporting & Management

SRSS Service Providers

- There are 11 contracted SRSS service providers across the Band 2-6 space.
- Of these, **five** of these providers deliver services to recipients in Band 2 and 3 and **two** provide services to Band 3 recipients (known as Residence Determination formally known as Community Detention).

Service Provider	State(s)	Band 2 recipients	Band 3 recipients
Access	QLD	Yes	Yes
AMES	VIC		Yes
ARC	QLD, NSW, ACT, VIC, SA, NT, WA, TAS	Yes	Yes
CatholicCare	TAS		
LWB	CI, NSW, ACT, NT, VIC, SA	Yes	Yes
MDA	QLD	Yes	Yes
MercyCare	WA		Yes
MRCSA	SA		
MYC	NSW, ACT	Yes	Yes
Serco	CI, Miowera Village		Yes
SSI	NSW, ACT		

Incident Reporting & Management

- Reporting Incidents
- SRSS Band 2 and 3 biannual stats – the good news!
- SRSS annual figures
- Cases to note

Incident Reporting & Management

- Major and Critical incidents
- Situation Reports (SitReps)
 - Report Categorisation Framework:
<https://bordnet.immi.local/BorderPolicyandGuidelines/Documents/report-categorisation-framework-policy-instruction.pdf#search=Sitrep>
- Hot Issues Brief (HIB)
 - HIB guidelines can be found at
<https://bordnet.immi.local/BorderPolicyandGuidelines/Documents/hib-sop.pdf#search=HIB>

Incident Reporting & Management

- Incident management
- Operations outside core business hours - Function, role and responsibilities

Community Case Coordination

Overview

The Community Case Coordination (CCC) team has oversight of the operational aspects of the SRSS Programme.

The primary functions of the team are:

- Complex case management
- SRSS Band 6 applications, financial hardship assistance and transition outs

Workshop Scenario

Role of incident reporting officer

- Initial call received on 1800 hotline from SRSS Service Provider stating there had been a domestic violence incident involving a Band 3 family.
- The officer works with the service provider to determine the Incident Category and the Incident Description.

For this case it is determined to be an Incident Category 2, Family / Domestic Violence – Major

Subjects of incident report:

- Mr John Smith (Boat ID: ABC123, DoB: 01JAN1980). National of Iran. IMA BVE holder.
- Mrs Jane Smith (Boat ID: ABC124, DoB: 01FEB1983) National of Iran. IMA BVE holder.
- Miss Jodie Smith (Boat ID: ABC125, DoB: 01MAR2012). National of Iran. IMA BVE holder.
- Master Jack Smith (Boat ID: ABC126, DoB: 01APR2010). National of Iran. IMA BVE holder.

Workshop Scenario

Incident Summary

- SRSS Service Provider states they were contacted by NSW Police in regards to a domestic violence incident which is alleged to have occurred at a Community Residence property.
- NSW Police advised they were contacted by a neighbour who reported hearing a heated verbal argument between the two parents at the house.
- When Police arrived, they discovered Mrs Smith unconscious on the kitchen floor and her two children, Miss Smith and Master Smith, being cared for by the neighbour who originally reported the incident.
- Police were unable to locate Mr Smith at the property, however the neighbour stated she had seen him drive away in the family car.
- An Ambulance was called and Mrs Smith was taken to the local hospital.
- NSW Police made a request to the Joint Investigation Response Teams (JIRTs) which is made up of Community Services, NSW Police and NSW Health professionals who undertake joint investigation of child protection matters.

Workshop Scenario

Incident Summary Cont.

- When questioned by NSW Family and Community Services (FACS) the children advised that their mother and father were fighting and their father had struck their mother a number of times, including in the head.
- Incident reporting officer seeks confirmation and assurance from SRSS service provider in relation to the following:
 - arrangements and support services being put in place for children.
 - medical condition and current welfare of Mrs Smith
 - expected time she will remain in hospital and what her ongoing needs and supports will be once discharged.
 - engage with NSW Police to provide the department with details on whether Mr Smith is located and details of charges and whether he will held on remand

Workshop Scenario

Incident Summary Cont.

- With this information a HIB is created, cleared by AS Community Programmes & Reporting and Media and disseminated by the Strategic Border Command.
- The SitRep is created in POMS and disseminated once HIB has been cleared and sent.
- After the initial HIB and SitRep are sent, any future updates the department receive are recorded into POMS and subsequent SitReps are sent out.

Workshop Scenario

Incident Management Process

- monitor the developing case and provide updates to POMS in order to disseminate additional SitReps as required
- where required, undertake critical response activities
- seek out any additional or missing information that may be required
- assurance that the required and appropriate support services are in place for all those affected
- liaise with all relevant service providers and where required request a Case Plan Update
- liaise with relevant departmental areas to discuss aspects of case and ongoing requirements
- Through the biweekly case assessment and review meetings, monitor case for ongoing requirements from an incident management perspective, escalate the case to the Case Coordination Team or potential consideration of closing the case.

Workshop Scenario

Systemic Issues

- Previous incidents, history of domestic violence, known mental health problems.
- Could this incident have been prevented?
- Have there been patterns of similar behaviour in similar client cohorts?
- Did we possibly miss a warning sign?

**** Remove / replace all text in red prior to finalisation of report**

Subject: <CATEGORY / SITREP NUMBER / BUSINESS AREA / EVENT TITLE>

Purpose:	<Succinct statement of report – no more than 6 words>. It should also be noted whether this is a re-categorised and retitled report>	
Lead Business Area	<Lead Business Area> <Insert Supporting Business Area if applicable>	
Schedule of Reporting	<First, Subsequent Associated or Final Report> <Frequency of Reporting – e.g. Report updates 2 per hour> <Next Report is Due – Time and Date>	
SBCB Action Required	<Insert any action required by SBCB>	
Date-Time Group	Event	[DDMMYY] – [HHMM] [time zone]
	This Report	[DDMMYY] – [HHMM] [time zone]
Location	<Location of Notifiable Event>	
Summary	<Brief outline of Notifiable Event. Highlight key points and timings relating to personnel, equipment, facilities, systems etc.>	
Actions Taken	<Actions Taken (e.g. Immediate response, Personnel / Business Areas advised, time and method Secretary / Commissioner was informed, Whether report has been escalated / de-escalated / re-categorised)>	
Actions Required	<Actions required for response / further notifications (e.g. Business Area(s) to take action on certain aspects of Notifiable Event, further reporting required (i.e. Hot Issue Brief), Anticipated support / assistance required)>	
Case Reference/ID or Incident Number	<Case Reference Identification> <Associated References and Previous SITREP Numbers>	
Branch/Division/ Group Specific Reporting Information	<Insert requirement / compliance with other specific reporting requirements relevant to branch / division / group>	
Primary Point of Contact	Name: Position: Phone / Mobile: Email:	
Alternate Point of Contact	Name: Position: Phone / Mobile: Email:	
Drafted by	Name: Position: Phone / Mobile: Email:	
Cleared by	Name: Position: Phone / Mobile: Email:	
Distributed to	<SITREP Distribution List>	

QUESTIONS?

