

Approved by: Mark Painting, DIAC Contract Administrator

Regional Processing Centre Guidelines

Incident Management – Post Incident Review

INTRODUCTION

All service providers are responsible for the formal evaluation and review of any serious incident through a Post Incident Review. A review is necessary to evaluate incident response and contribute to continuous improvement. Post incident review is used to identify and correct weaknesses, as well as determine strengths and promulgate them. Post-incident reviews at Regional Processing Centres (RPCs) will be used to support program revision and continual improvement and ensure the RPC environment is safe for transferees and staff.

Post incident reviews are mandatory following critical or major incidents involving serious injury, death, serious trauma or serious service interruption. These may include but are not limited to:

- Protest
- Serious assaults
- Serious self-harm
- Major disturbance/riot
- Hostage situations
- Abscondment
- Death (natural causes, self-inflicted or murder)
- Fire
- Bomb threat

The Post Incident Review report is to be submitted to the DIAC Director within seven calendar days.

PROCEDURES

After a Critical or Major Incident has been resolved, all service providers' Facility Managers will conduct a joint post-incident review within 7 days to:

- determine the causes and contributing factors to the Incident. This should include a thorough analysis of the causes of the incident.
- analyse and evaluate the actions taken in response to the Incident, including the conduct of all Service Provider staff members. This should include a review of all relevant documents, such as officer reports, Individual Management Plans, Security Risk Assessments, Centre Risk Assessments and transferee interviews.
- identify any gaps in processes, procedures and training requirements.

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- make any necessary changes to processes, procedures and training. These changes must be communicated clearly to all relevant staff and the department must be advised of a timeframe for implementing all changes.
- provide a written report that focuses on providing actionable information to DIAC Director within one week of the resolution of the Incident. This report should include quality, actionable findings and, where relevant, suggested changes to the relevant guidelines to prevent further occurrences of similar incidences.

The Post incident Review must be tabled at the Weekly Departmental Review and recommendations arising from the Post Incident Review must be implemented within the timeframe agreed at the Weekly Departmental Review.

This document is managed by the garrison service provider in consultation with other service providers.