There are also some additional Incidents related to the AMLPS reported to the SIRS (Security Incident Reporting System) - some have been included below.

Letters (a,b,c, etc) have been added to an incident number when there has accidentally been two separate incidents logged with the same number. It DOES NOT indicate the incidents are related.

### Incident Register

<table>
<thead>
<tr>
<th>#</th>
<th>Date and Time</th>
<th>Incident</th>
<th>Impact</th>
<th>Incident owner</th>
<th>Status</th>
<th>Links/Actions</th>
</tr>
</thead>
</table>
| 041 | 22/09/2017 | Four incidents during mail opening at different FX sites: 
   - VIC - 47E in envelope with survey form 
   - WA - 1 envelope had a small amount of glitter with the survey form, and more seriously 1 envelope | 47E | 22 | FX | Open | Doc Ref: DCOO-ARJ468 |

Full report from FX pending
<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Open/Close</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>044</td>
<td>28/09/17</td>
<td>Open</td>
<td>Email received from Aust Post to say there was a returned envelope at Noarlunga SA Post Office. Email sent to notify it will be sent to him.</td>
</tr>
<tr>
<td>077</td>
<td>22</td>
<td></td>
<td></td>
</tr>
<tr>
<td>079</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The team leaders and operations manager followed the

(Subject: Vic FX site - Incident: on envelopes [DLM=For-Official-Use-Only]; Database: Marriage Collection Taskforce WDB; Author: 47E; Created: 15/10/2017; Doc Ref: LBON-AS5VQR)
- Security issue

(Subject: NSW FX site - Incidents (various)
[DLM=For-Official-Use-Only]
; Database: Marriage Collection Taskforce WDB; Author:
Created: 09/10/2017;
Doc Ref: LBON-ARY8P 6)
Dear all,

For info - the AFP in Adelaide have made a visit to following the referral from yesterday.

The AFP has asked that we keep referring any further treats to them, and I reiterated the ABS' gratitude for their prompt action particularly during the taking of the AMLPS and their ongoing support more generally.

While a visit from the AFP would usually deflate this sort of matter, it is possible that we may get some negative feedback on social media particularly.

Regards,

Director Protective Security, Agency Security Adviser

ABS Protective Security Section | Technology and Security Division | Australian Bureau of Statistics

(P) (F) (W) www.abs.gov.au

"SECURITY - Everyone's Business"
For-Official-Use-Only

Good morning,

Results of matter ABS referred to AOCC on 14 September 2017 re.

About 10:25 am Friday 15 September 2017 Protection Liaison Adelaide members attended and spoke to.

Kind Regards

PROTECTION LIAISON ADELAIDE OFFICE
Tel + Ext
www.afp.gov.au

From: On Behalf Of AOCC-Operations
Sent: Thursday, 14 September 2017 4:13 PM
To: PL-Adelaide
Cc: AOCC-Watchfloor-Supervisor; Protection-Assessment-Team;
Subject: FW: Referral from ABS - Marriage Law Survey threat received by Ministerial Correspondence [DLM=For-Official-Use-Only]
Good afternoon

It appears as though is letting off some steam, but may require a visit from the State Police or our locals.

Kind regards,

WATCHFLOOR OPERATIONS - AFP OPERATIONS COORDINATION CENTRE SUPPORT CAPABILITY
Tel + Ext 22
www.afp.gov.au

For-Official-Use-Only

From:  
Sent: Thursday, 14 September 2017 4:20 PM  
To: AOC-Operations 
Cc: 
Subject: Referral from ABS - Marriage Law Survey threat received by Ministerial Correspondence [DLM=For-Official-Use-Only]

Att: 

Dear

Many thanks for your time earlier. As we discussed, the following was received last night via the ABS' Ministerial Correspondence system.

While a direct or specific threat to the PM or the ABS has not been made, grateful for your advice if any follow-up police action is considered necessary.

Regards,

Director Protective Security, Agency Security Adviser

ABS Protective Security Section | Technology and Security Division | Australian Bureau of Statistics

(P) (F) (W) www.abs.gov.au
This email message and any attached files may contain information that is confidential and subject of legal privilege intended only for use by the individual or entity to whom they are addressed. If you are not the intended recipient or the person responsible for delivering the message to the intended recipient be advised that you have received this message in error and that any use, copying, circulation, forwarding, printing or publication of this message or attached files is strictly forbidden, as is the disclosure of
the information contained therein. If you have received this message in error, please notify the sender immediately and delete it from your inbox.

AFP Web site: http://www.afp.gov.au

************
Dear 22,

No problem - will do!

Kind Regards,

Marriage Collection Taskforce | Australian Bureau of Statistics

(P) 22  (E) 22  (W) www.abs.gov.au

Hi 22 and 22 Could you please log incide... 25/09/2017 11:35:11 AM

From: 22
To: 22
Date: 25/09/2017 11:35 AM
Subject: Incidents

Could you please log incidents from last Friday?

I was notified on Friday from 22 (FX) that there were 4 incidents during mail opening at different FX sites.

- VIC - 47E in envelope with survey form
- WA - 1 envelope had a small amount of glitter with the survey form, 47E


- NSW - 1 envelope with a large amount of glitter

We will receive a report on these incidents from FX soon.

Thanks

Director (a/g)

Marriage Collection Taskforce | Australian Bureau of Statistics

(P) (M) (E) (W) www.abs.gov.au
Thanks 22. Sounds quite reasonable to me.

On 28 Sep 2017, at 12:12 pm, 22 wrote:

Hi 22,

Just letting you know the residual risk rating for risk # 6 - Unsolicited material returned to us damages equipment, harms staff or delays processing has now been reduced to Medium.

The change in the risk rating was as a result of a change in consequence (something that seldomly changes) and not likelihood.

The reason likelihood remains unchanged is due to the fact that we have already received a varied amount of unsolicited material in the mail and it is likely that we will receive more.

Please let me know if you have any questions of concerns about this.
Regards
<table>
<thead>
<tr>
<th>Description of Incident</th>
<th>Process/stage affected (include time and date)</th>
<th>Impact of incident (include length of time)</th>
<th>Escalated or resolved?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incident Report</td>
<td>Saturday Date: 07 / 10 / 2017</td>
<td>Reported By: NSW QA</td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td>Fri 06/10 pm - FX staff had a form <strong>47E</strong>. Sat: Staff in extraction found 3 x <strong>47E</strong> Manager mentioned this to ABS staff and we asked where they were - <strong>47E</strong></td>
<td>Sat 07.10.2017 – 12.00 approx</td>
<td><strong>47E</strong></td>
<td><strong>47E</strong></td>
</tr>
</tbody>
</table>
## Incident Report

### Saturday Date: 07 / 10 / 2017

**Reported By:** NSW QA

### Process for Incident Identification (Including Escalations)

1. **Identify incident**

2. **Request information from FX supervisor and other relevant people** – collate information to give clear description of the incident, how it has occurred, what has been done to identify and rectify the incident.

3. **Assess the impact of the incident**
   - **Severe** (affects ongoing processing, affects integrity of the forms, impacts on the survey integrity and/or results), escalate immediately to
   - **Medium** (affects ongoing processing if left unattended – action required to resolve), report to
   - **Low** (process or situation rectified and no impact on survey integrity and/or results), report to

4. **Use the template above to log and report incidents.**
<table>
<thead>
<tr>
<th>Description of Incident</th>
<th>Process/stage affected (include time and date)</th>
<th>Impact of incident (include length of time)</th>
<th>Escalated or resolved?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 envelopes were identified with an</td>
<td>Extraction</td>
<td></td>
<td>Resolved. The team leaders and operations manager</td>
</tr>
<tr>
<td>As per FX procedure:</td>
<td></td>
<td></td>
<td>47E</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>47E</td>
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<td>47E</td>
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<td></td>
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<td></td>
<td>47E</td>
</tr>
</tbody>
</table>
### Incident Report

**Date:** 13/10/17

<table>
<thead>
<tr>
<th>Reported By:</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
</tr>
</tbody>
</table>

#### Process for Incident identification (including escalations)

1. **Identify incident**
   - Identify the incident.

2. **Request information from FX supervisor and other relevant people** — collate information to give clear description of the incident, how it has occurred, what has been done to identify and rectify the incident.

3. **Assess the impact of the incident**
   - **Severe** (affects ongoing processing, affects integrity of the forms, impacts on the survey integrity and/or results), escalate immediately to **medium** (affects ongoing processing if left unattended – action required to resolve), report to **low** (process or situation rectified and no impact on survey integrity and/or results), report to

4. **Use the template above to log and report incidents.**
Incident Report

**Date:** 13/10 / 17  
**Reported By:** (SA)

<table>
<thead>
<tr>
<th>Description of Incident</th>
<th>Process/stage affected (include time and date)</th>
<th>Impact of incident (include length of time)</th>
<th>Escalated or resolved?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mail sorting, 13/10, approx. 9am.</td>
<td>Contents have been securely retained by FX Manager.</td>
<td></td>
</tr>
</tbody>
</table>


Process for Incident identification (including escalations)

1. Identify incident
   - Request information from FX supervisor and other relevant people – collate information to give clear description of the incident, how it has occurred, what has been done to identify and rectify the incident.

2. Assess the impact of the incident
   - **Severe** (affects ongoing processing, affects integrity of the forms, impacts on the survey integrity and/or results), escalate immediately to
   - **Medium** (affects ongoing processing if left unattended – action required to resolve), report to
   - **Low** (process or situation rectified and no impact on survey integrity and/or results), report to

3. Use the template above to log and report incidents.
Could add something like...

Special procedures have been put in place to minimise any risk to employees of the ABS and our contractors. The procedures have helped ensure extraneous materials included in envelopes have not caused any harm to any of our staff.

[if we want to use this - I'll run it be FX first]

The only limit to the height of your achievements is the reach of your dreams and your willingness to work for them --
ABS appreciates and thanks the majority of Australians who have followed the survey instructions and only enclosed the survey form in the envelope. We will not comment specifically on the extraneous materials sent because to do so would bring the very attention that disruptive elements may seek from their actions. Some objects and substances can pose a health and safety risk to scanning operators and may also be a criminal offence.

Can you consider whether any instances should be referred to the police? Perhaps that should be done with police involvement?
Marriage Law Survey Overview

Issue

The Australian Bureau of Statistics (ABS) is currently processing survey forms in preparation for publishing survey results and the quality report on 15 November 2017.

Headline Statement

The postal survey delivers on the Government’s commitment to let Australians have a say on whether or not the law should be changed to allow same-sex couples to marry.

Key Points

- Processing of survey forms is well underway and as advised by the ABS, around 67.45 per cent of eligible Australians had returned their survey form by 20 October 2017.

- Eligible Australians should lodge their forms or complete their forms online or by phone (if post is not possible) as soon as possible and preferably by 27 October to ensure their view is counted.

- The last date by which ABS must have received the form is 7 November 2017. Any Australian leaving it to the last minute to post their form may be putting their response at risk – don’t delay, return it today.

- The ABS has in place robust risk management and quality assurance measures to ensure the integrity of the survey response data.

Policy Commitments

- The Government committed to deliver on its pre-election promise to give the Australian people a say on whether or not the law should be changed to allow same-sex couples to marry.
Background

As at 20 October 2017, the ABS estimates that it has received 40.811.9 million survey responses. This represents 67.4.5 per cent of all eligible Australians entitled to participate in the survey.

The latest ABS communication campaign is focused on reminding eligible Australians to participate in the survey and to lodge their survey forms on time.

The ABS put in place procedures to support eligible Australians to participate in the survey – including the ability to request new forms to be posted before 20 October 2017, respond online or by phone, or pickup forms from regional, capital city and remote locations between 25 September 2017 and 20 October 2017.

By returning surveys by 27 October Australian are ensuring there is sufficient time for their mail to travel to ABS and be processed.

The ABS has in place a comprehensive risk management plan, privacy policy, fraud management strategies and quality assurance processes to ensure the highest standards of integrity in the processing of survey forms and interpretation of survey response.

There has been media reporting of a razor blade found in a returned survey envelope. ABS thanks the vast majority of Australians who have followed the survey instructions and only enclosed the survey form in the envelope. ABS is not commenting specifically on the extraneous materials sent. Some objects and substances can pose a health and safety risk to scanning operators and may also be a criminal offence. Special procedures have been put in place to minimise any risk to employees of the ABS and our contractors. The procedures have helped ensure the rare cases of extraneous materials included in envelopes have not caused any harm to any of our staff.
A highly intoxicated man entered the tenancy and informed the on duty Security guard that he had lost his form and wanted to obtain a new form.
today. The Security guard informed him that we could not provide him with a new form until 26 September and that he could return next week. A slight verbal altercation ensued as the man was not satisfied with this response. However, the Security guard managed the situation well and encouraged him to leave the premises quietly. I have spoken to the Security guard and ensured [All is OK.]

<table>
<thead>
<tr>
<th>Details</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Has property been Stolen/Lost/Damaged/Destroyed?</td>
<td>○ Yes ● No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Details of people responsible for the incident</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>If known, please enter the names and addresses of people responsible for the incident.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name :</td>
<td>Address :</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Was any body injured?</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Yes ● No</td>
<td>○ Not Applicable</td>
<td></td>
</tr>
</tbody>
</table>

**Signature**

<table>
<thead>
<tr>
<th>Police Involvement</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Police involvement information is not required for this Incident.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Were police called?</td>
<td>○ Yes ● No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Administration</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Investigator/s:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investigation Started:</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Investigation Ended:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Page 42 of 49
<table>
<thead>
<tr>
<th>Security Description :</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Incident :</td>
<td>other</td>
</tr>
<tr>
<td>Incident Rating :</td>
<td></td>
</tr>
</tbody>
</table>

**Summary of the Security Action taken :**
Please provide summary of the action taken including any doclinks to relevant documents. This is part is to be filled when the investigation is completed.

**Total Hours :**

### Fraud

<table>
<thead>
<tr>
<th>Fraud Method :</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Type of Loss (if any) :</td>
<td></td>
</tr>
<tr>
<td>Specify Other Method :</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Person Responsible :</th>
<th>Relation with ABS :</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Level :</td>
<td></td>
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<tr>
<td>Person Responsible :</td>
<td>Relation with ABS :</td>
</tr>
<tr>
<td>Security Level :</td>
<td></td>
</tr>
<tr>
<td>Person Responsible :</td>
<td>Relation with ABS :</td>
</tr>
<tr>
<td>Security Level :</td>
<td></td>
</tr>
</tbody>
</table>

### Document Access

<table>
<thead>
<tr>
<th>Authors :</th>
<th>Readers :</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Security Staff], [Security Admin]</td>
<td>[Security Staff], [Security Admin]</td>
</tr>
</tbody>
</table>

### Related Documents
Reminder Information

Reminder Sent Date:  
Reminder No.: 0

Next Reminder:
Last Edited Date:

Edit History

Report Closed by 22 on 22
Response Document Created/Updated by NotesACT07 on 22
Report Registered by 22 on 22
Incident Submitted by 22 on 22
Incident Created by 22 on 22

Incident: AMLPS - Other
Date Reported: 22
Status: Submitted