

162996

MEDIA TALKING POINTS:

Disruptive passenger on board Jetstar flight to Denpasar, Indonesia

Issue:

SUGGESTED POINTS

- A passenger on board Jetstar flight JQ35 from Melbourne to Denpasar, Indonesia became disruptive and assaulted several cabin crew after the flights departure at 1800AEST yesterday (28 May14).
- The passenger was restrained for the remainder of the flight and the aircraft was met by Indonesian authorities upon arrival.
- Indonesian authorities refused the passenger entry to Indonesia and he had been detained overnight.
- The individual will return to Australia on a flight this evening.
- The incident led to the subsequent cancellation of the operating crew/aircraft's outbound flight the next day resulting in disruption to several hundred passengers.
- Based on information available at this stage, there is nothing to suggest that the public were in any danger at this time.

BACKGROUND

The Office of Transport Security (OTS) was advised at approximately 1430 pm (Canberra time) on 29 May 2014 that this incident occurred in a Jetstar flight.

A passenger on board a flight to Denpasar became disruptive and assaulted several cabin crew. The passenger was restrained for the remainder of the flight and the aircraft was met by Indonesian authorities upon arrival.

The incident led to the subsequent cancellation of the operating crew/aircraft's outbound flight the next day resulting in disruption to several hundred passengers.

This flight cancellation led to significant media attention.

The OTS Jakarta Post continues to follow up with Indonesian authorities to obtain further information.

There is significant reporting in open source media identified at this time.

Correct as at 0715 pm AEST, 29 May 2014.

	Contact Officer	Media Contact
Name:	Nicole Pearson	[REDACTED]
Title:	SES Duty Officer	Media Duty Officer
Mobile:	[REDACTED]	[REDACTED]

Incidents occurring on the 28th of May that involve Jetstar

WebEOC Reference	Incident Type	Description of Incident	Comments
# 162996	Disruptive Person	A passenger on board a flight to Denpasar became disruptive and assaulted several cabin crew. The passenger was restrained for the remainder of the flight and the aircraft was met by Indonesian authorities upon arrival. The incident led to the subsequent cancellation of the operating crew/aircrafts outbound flight on the next day resulting in disruption to several hundred passengers. This cancellation led to significant media attention.	This flight departed from Melbourne, incident occurred on the 28 th of May and involved Jetstar. I believe that this may be the incident they are referring to. However, we did not receive an IR from Jetstar or Melbourne Airport. TSCC became aware of incident through media reporting.

Co-ordination Log

29May14 1400 - IC [redacted] rang TSCC to advise of news.com story. Supervisor [redacted]) and IC discussed incident and agreed level 1. IC to brief SESDO.

29May14 1517 - [redacted] sent the below further info.

From: [redacted]

Sent: Thursday, 29 May 2014 3:17 PM

To: Transport Security

Cc: Pearson Nicole; [REDACTED]

Subject: Disruptive passenger - Jetstar flight to Bali [SEC=UNCLASSIFIED]

The media are reporting a disruptive passenger incident on last night's flight to Bali from Melbourne. I have spoken to [REDACTED] (Jetstar Bali) and the Consul General about the incident.

It seems the passenger was intoxicated and verbal abused a cabin crew member. The incident then escalated with up to three crew members allegedly assaulted. The passenger was then restrained for the rest of the flight. [REDACTED]

[REDACTED] however, the passenger subsequently abused immigration staff leading to his detention overnight.

The passenger will return to Bali tonight ([REDACTED] will accompany him) and Jetstar have requested that the AFP meet the aircraft on arrival.

We are unsure how [REDACTED] will respond to the incident given their views regarding the Virgin Australia incident last month

<http://www.news.com.au/travel/travel-updates/abusive-jetstar-passenger-leaves-267-holidaymakers-stranded-in-bali-after-inflight-drama-on-jetstar-plane/story-e6frfq80-1226935753092>

29May14 1530 [REDACTED] discussed with IC who agreed to retain at level 1 for review by IRT

29May14 1735 - Nicole PEARSON (NP) sent TSCC TP's templates

29May14 1737 - NP advised [REDACTED] and [REDACTED] that TSCC had been tasked with providing TPs

29May14 1806 - [REDACTED] created first draft TPs

29May14 1812 - [REDACTED] rang [REDACTED] - mentioned that he had spoken to IC [REDACTED] just prior to him boarding a flight and that he had stated he would contact Media to let them know the situation.

29May14 1824 - [REDACTED] sent first draft TPs to Media

29May14 1826 - [REDACTED] rang media to discuss TPs

29May14 1830 - Media returned amended TPs to TSCC

29May14 1833 - [redacted] rang [redacted] to ask for some minor TPs amendments

29May14 1839 - [redacted] sent TPs to NP for clearance

19May14 1849 - [redacted] rang [redacted] to find out status of TPs

19May14 1903 - NP provided hard-copy of TPs with amendments to [redacted] - clarification sought on whether individual was on their way back to Australia yet or not

29May14 - 1905 Supervisor ([redacted]) requested [redacted] call AOCC and request if the AUP will meet the POI on arrival in Melbourne, and if they have a flight number or approximate time of arrival

29May14 1907 - [redacted] rang [redacted] for clarification - was advised that individual would be returning to Australia this evening

29May14 - 1907 [redacted] called AOCC and spoke to [redacted]. AOCC have no information on this incident, but will contact Melbourne and see if they can obtain any information.

29May14 - 1917 [redacted] requested [redacted] call the Media DO and advise that updated talking points were being sent out.

29May14 - 1918 [redacted] called the Media DO but was unable to get through due to an unknown error. [redacted] called back and left a message.

29May14 1920 - [redacted] sent final, cleared version of TPs to media for distribution

29May14 1921 - Media issued TPs

29May14 - 1939 [redacted] received call from [redacted] of AOCC. AUP have not received a request from Jetstar to meet the aircraft on arrival in Melbourne. No further information is available.

30May14 0653 [redacted] took call from [redacted] at AOCC regarding another matter. [redacted] asked [redacted] if the TSCC would be able to have any information about the happenings with AUP meeting the disruptive PAX in Melbourne on arrival. [redacted] to ask around and come back to the TSCC.

30May14 0707 [REDACTED] from AOCC called and advised that no known information was available except what was on News.com . [REDACTED] thanked [REDACTED] and asked if anything does come into them they contact the TSCC as we are after any follow up information after AUP being requested to meet the aircraft in Melbourne.