

## Serco Questions on Notice and Requests

Item	Questions	Relevant Pages of Transcript	Details	Responsibility	Response
<b>Adelaide hearing – 15 November 2011</b>					
1	<p>Allegation that detainees have been visited in hospital without prior arrangement on occasion.</p> <p>Has the policy that permission needs to be sought prior to each specific visit of a detainee been followed on a regular basis?</p>	Page 37	Question by Senator Bernardi		<p>All visitors are required to submit an application form prior to their visit. Serco emails application forms to potential visitors, and can also be downloaded from the DIAC web site.</p> <p>In instances where clients are admitted to hospital for a period of 48hrs or more, external family members can submit a visitors application form which is processed in the same manner as if visiting the Centre, and can only visit with client approval. All pending visits are confirmed by email or phone.</p>
2	<p>What happened in the case of a detainee who had just given birth and was in the maternity unit at the Mount Barker hospital?</p> <p>Specific allegation: Someone turned up there to visit them and was not allowed. Also, a nun was already visiting the person and they were both removed.</p> <p>Why did this happen?</p>	Page 37	Question by Senator Bernardi		<p>See answer to question 1 regarding this policy.</p> <p>In this circumstance, the visitor heard that the client had been admitted to hospital from another source. The visitor then attended the hospital as a public citizen, rather than informing Serco through the application process. Serco was unaware that this visitor was planning to attend the hospital and was therefore unable to follow the standard procedure for obtaining client approval or to subsequently authorize the visit.</p> <p>The nun was an authorised hospital visitor and had brief visits with numerous patients as per</p>

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					normal hospital protocol.
3	Serco (Ms Alexander) to provide a report of the incident discussed at point 2 in this table.	Page 38	Question by Senator Bernardi		As above
4	<p>Discussion about contracting services to support the centre such as groceries, security etc.</p> <p>Mr McIntosh to provide details of how many local businesses Serco has contracts with.</p>	Page 39	Question by Mr Briggs		<p>Serco utilises a range of local business for groceries and support services:</p> <ul style="list-style-type: none"> <li>• Klose's Supermarket</li> <li>• Lobethal Bakery –</li> <li>• Adelaide Hills Appliance Service</li> <li>• Adelaide Hills Fire Watch</li> <li>• Bunning- Mt Barker</li> <li>• Kmart- Mt Barker</li> <li>• Laura Craig- Hair dresser</li> <li>• Lofty Coach Lines</li> <li>• Mitre 10 – Balhannah</li> <li>• Mt Barker Cinemas</li> <li>• McDonalds Signs- Woodside</li> <li>• Onkaparinga Waste &amp; Recycling</li> <li>• Peters fencing</li> <li>• Pope Nitchke</li> <li>• The Haus Hahndorf</li> <li>• Thrifty Link- Lobethal</li> <li>• Woodside Chemist</li> <li>• Woodside News Agency</li> <li>• Woodside pool</li> <li>• Woodside Post Office</li> </ul>

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					Serco subcontracts Wilson's and MSS nationally to provide additional security personnel across the network. These are the only two organisations other than Serco authorised to do so.
5	<p>Allegation: Initially there were some issues with the fit-out of a centre in which a playgroup has been operating. This was addressed and there are now appropriate provisions in the centre for activities like painting, music, etc.</p> <p>When were the appropriate changes made to the fit-out of the centre the playgroup is being operated in?</p>	Page 41	Question by Senator Bernardi		Over the course of the year there have been a range of improvements. The Early Childhood Teacher has been in place since February 2011. The playgroup has been significantly improved since June 2011 with the procurement of additional items to enhance the sessions, including appropriate furniture, toys and educational items.
6	How many children usually attend the playgroup?	Page 41	Question by Senator Bernardi		Currently around 25 children attend the playgroup each day. It operates from Monday to Friday.
7	Is there a requirement for the playgroup that there be one carer per 10 children or something along those lines?	Page 41	Question by Senator Bernardi		The Playgroup session is run by two staff: an Early Childhood Teacher and an assistant. Each child is required to be accompanied by a parent.
8	Do primary and secondary school aged children attend school at Port Augusta?	Page 42	Question by Senator Crossin		At the current time, only primary school aged children attend school in Port Augusta. The provision of offsite schooling for secondary school aged children is being dealt with by DIAC, who are responsible for the negotiations and

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					agreements with the Department for Education.
9	<p>What is the liability between Serco staff and the administration of medicines, no matter what level that medicine is, even if it is a secondary medicine?</p> <p>Allegation: Serco have been requested to put in writing that, if a mistake is made, they as an employee are not personally liable.</p> <p>Is there a policy or a sheet of paper that Serco provides to staff stating that, 'As a Serco employee you will be required to administer this medication or supervise this medication ... but at the end of the day, Serco is liable, not you'?</p> <p>Procedure for dispensing of secondary medicine to be provided by Serco as a matter of urgency.</p>	Page 45 – 46	Question by Senator Crossin		<p>Serco does not have any arrangements in place that would alter the ordinary application of Australian common law and statutes in relation to the liability of employees. Serco accepts responsibility for the good faith actions of employees performing their roles.</p> <p>Serco has in place formal procedures for the secondary dispensing of medication.</p>
10	Serco to provide a list of secondary medication that is distributed and that Serco would be asking their staff to distribute.	Page 46	Question by Senator Crossin		There is no list of defined medication that may be distributed. Decisions regarding the dispensing of medication are made by medical practitioners and Serco is directed by their written instructions.
11	<p>Discussion about vicarious liability in relation to Serco.</p> <p>Can you confirm that Serco does not have employers indemnity?</p>		Question by Mr Melham		As stated above, Serco does not have any arrangements in place that would alter the ordinary application of Australian common law and statutes in relation to the liability of employees. Serco accepts responsibility for the good faith actions of employees performing their roles.
12	Allegation: An incident occurred earlier this year at the Inverbrackie facility where a female officer was assaulted by a	Page 52	Question by Mr		Given the response discloses personal and sensitive information regarding an employee,

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	<p>young male detainee relating to access to the school bus, and that female officer sustained injuries, which resulted in a workers compensation claim.</p> <p>Ms Clay confirmed there was an incident. What was the degree of harm and injury?</p>		Briggs		<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
13	<p>How many staff has Serco terminated at the Inverbrackie facility and on what basis have they been terminated?</p>	Page 53	Question by Mr Briggs		<p>Ten (10) staff have been terminated at the Inverbrackie facility, seven (7) for poor work performance and three (3) for internal disciplinary breaches.</p>
<b>Melbourne Hearing – 18 November 2011</b>					
14	<p>Some discussion about the alleged process applied whereby persons on suicide watch are to be kept at “arms length”.</p> <p>Serco was asked where the policy came from, the basis of the policy and the nature of the professionals who might have provided that advice.</p> <p>Serco required to confirm whether or not this is included in the PSP.</p> <p>It was emphasised that evidence has been given challenging this as best practice.</p> <p>Further information required about whether and how Serco have responded to any criticisms made in relation to the keep safe policy.</p>	Pages 46-48	Chair and Hanson-Young		<p>The Psychological Support Program (PSP) is a DIAC policy developed and endorsed by DeHAG and implemented by the department. Serco is required to implement the PSP policy.</p> <p>The 'arms length monitoring' terminology is included in the PSP policy in relation to the 'constant' level of monitoring that may be applied to people whom a clinician considers to be a 'high imminent risk of self-harm or suicide'. The terminology 'arms length' is included in the PSP Policy, written and endorsed by DeHAG.</p> <p>DIAC have advised Serco that they will give consideration to possible revision of the PSP policy based on evaluation of its implementation during the first-half of 2012.</p>

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					<p>Keep SAFE is Serco's implementation of the PSP system. It includes specific forms and staff guidance to implement the requirements of PSP. Keep SAFE will be updated for any changes to PSP.</p>
15	<p>Which medical, psychological or other professional experts were consulted in the drafting of the Keep S.A.F.E policy?</p>	Pages 47-48	Hanson-Young		<p>Keep SAFE is Serco's implementation of the Psychological Support Program (PSP) policy PSP is a DIAC policy developed and endorsed by DeHAG and implemented by the department. Serco is required to implement the PSP policy.</p> <p>Development of Serco's Keep SAFE implementation has had the benefit of extensive experience from both practitioners and senior managers who have worked in the detention and custodial environment with self harm issues both in Australia and in the UK.</p> <p>The person who monitors the Keep S.A.F.E instruction within Serco:</p> <ul style="list-style-type: none"> <li>▪ has a BA (Hons) in Social Sciences with a professional social work/probation qualification;</li> <li>▪ is an accredited practice teacher for Social Work and Probation Studies;</li> <li>▪ has an MBA from a UK University and was CEO for a Probation Service in the UK and responsible for commissioning services for</li> </ul>

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					<p>vulnerable clients in the community with self harm and or mental health issues;</p> <ul style="list-style-type: none"> <li>▪ has over 20 years experience of work in corrections and community services for provision of effective services for those with self harm ideation and mental or health issues;</li> <li>▪ was a member of the Senior Civil Service in the UK; and</li> <li>▪ was awarded an OBE for her services to Criminal Justice Services for her work in this regard.</li> </ul>
16	Has Serco received any comments from DIAC or IHMS in relation to the engagement of Serco officers with somebody on suicide watch?	Page 47	Hanson-Young		Serco implements the DIAC PSP policy. DIAC have advised Serco that they will give consideration to possible revision of the PSP policy based on evaluation of its implementation during the first-half of 2012..
17	Have the opinions of DHAG regarding the fact that the 'arms length' policy is outdated and potentially harmful to the mental health of disturbed people been brought to Serco's attention?	Pages 48-49	Hanson-Young		<p>The Psychological Support Program (PSP) is a DIAC policy developed and endorsed by DeHAG and implemented by the department. Serco is required to implement the PSP policy.</p> <p>The 'arms length monitoring' terminology is included in the PSP policy in relation to the 'constant' level of monitoring that may be applied to people whom a clinician considers to be a 'high imminent risk of self-harm or suicide'. The terminology 'arms length' is included in the PSP Policy, written and endorsed by DeHAG.</p> <p>DIAC have advised Serco that they will give</p>

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					consideration to possible revision of the PSP policy based on evaluation of its implementation during the first-half of 2012.
18	<p>Allegation: On 15 November, a man was electrocuted whilst climbing a fence to get from one compound to another. After this he was locked in isolation by Serco. He was found collapsed 4 hours later and taken to hospital. When he returned from hospital six hours later he was locked in his room again by Serco.</p> <p>What is the voltage of the fence? Offer by Chair that answers about voltage can be provided in camera if there are security implications around providing the information.</p> <p>Who made the decision to lock the client in his room on his own following the electrocution?</p> <p>Did Serco consult with DIAC or IHMS?</p> <p>Were the department of immigration officials made aware of this incident?</p>	Page 53	Hanson-Young		<p>On the 14<sup>th</sup> November 2011 at approximately 20:38hrs a client climbed to the top of the fence, but was prevented from climbing over by shocks from the energised fence. The client was aware of the fence being electrified as he covered his hands and feet, and there are warning signs attached to the fence. Staff brought mattresses and placed them on both sides of the fence as a precautionary measure.</p> <p>At approximately 20:55hrs the client informed staff that he wished to come down. Staff assisted him to descend using a ladder. The client refused to go willingly to the interview rooms. At 21:15hrs staff relocated the client using approved control and restraint techniques to the interview rooms.</p> <p>Staff asked the client at regular intervals if he required medical assistance however he declined to engage, continuing to shout at abuse at officers. The client was also offered water and asked to sit down at regular intervals. On each occasion, the client refused treatment and assistance. The client was not locked in his room, staff remained with him during this period.</p>



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					<p>At approximately 22:48hrs the client collapsed to the floor exhausted, and was immediately placed in the recovery position. The IHMS Triage nurse was consulted, after which an ambulance was called at 23:13hrs, and he was transported to Royal Darwin Hospital at 23:44hrs. The client was returned to the NIDC at approximately 05:18hrs and was placed back in his Accommodation after seeing IHMS.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
19	<p>Allegation: A protestor on the roof in Darwin was denied water. At the Darwin hearings, both Serco and DIAC claimed that the protestor was not denied water but emails between DIAC officials/documents released through FOI show that he was.</p>	Pages 53-54	Hanson-Young		<p>We have written to the Secretary to request a copy of the documents referred to by Senator Hanson-Young.</p>

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	<p>Whilst it is claimed that is a Serco policy to give water, independent advocates show that a Serco officer wanted to give water but then was stopped.</p>				<p><i>An excerpt of the Incident Report is as follows:</i></p> <p>On 12<sup>th</sup> September a protestor climbed onto the roof in South 1 on a passive protest. Authority was given by DIAC First Assistance Secretary that water is to be given to the client whilst he is on the roof. He has been observed to have been taking water and to have urinated. It was reported throughout this demonstration that the Client continually stated he did not want water from Serco; however, water has been passed to him by Serco as previously authorized anyway. In addition, other clients have been observed to have passed him liquid and food throughout. Client was observed to have drunk water and urinated throughout the demonstration.</p>
<b>Weipa Hearing – 18 November 2011</b>					
20	<p>Serco to provide the committee with copies of the contracts between Serco and MSS and Wilson within seven days.</p>	Page 21	Hanson-Young		<p>Provided on 9 December 2011</p>
21	<p>When was Serco first requested by DIAC to prepare, even on a contingency basis, to operate a centre at Scherger? When was Scherger first mentioned to Serco?</p> <p>Serco to provide some chronology of the events that took place that led to the meeting on 6 October and the events that followed.</p>	Pages 22-23	Morrison		<p>Serco received a formal Contract Change Notice from DIAC on 22 September 2010, that led to the meeting on 6 October. Scherger IDC opened on 1 November 2010.</p> <p>We believe Serco received verbal notification that the Department was considering opening an IDC at Scherger prior to the formal notification, however we do not have records to confirm an</p>

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					exact date.
22	How many Aboriginals and Islanders do you have working on the site at the moment? What component of this is in a full time capacity?	Page 30	Entsch		13 Aboriginal & Torres Strait Islanders, 2 South Sea Islander, 5 Fijian, 5 Maori. These staff are all employed as casuals generally rostered for around five shifts per week.
23	Serco to provide a detailed description of the different codes used in incident reports and what each of them mean within seven days.	Page 32	Hanson-Young		Provided on 9 December 2011
24	Serco to provide the roster for all Serco contracted staff for today (Friday 2 December) in Curtin and in the NIDC (to be kept in camera).	Page 34	Hanson-Young		Provided on 9 December 2011
25	There have been challenges around detainees sending information and keeping in contact with their legal representatives and advocates because of the software that is on the computers. Particular problem with Tamils having access in their own language.	Page 35	Hanson-Young		The only software that the Sri Lankans have historically requested is RYNGA used for video calls over the internet. This was raised in the Client Consultative, where clients were informed that Skype is available for making these calls.