

JOINT SELECT COMMITTEE ON AUSTRALIA'S IMMIGRATION DETENTION NETWORK

***Q59**

Question: On each of the occasions that Serco was sanctioned for escapes or disturbances, what was the sanction?

Answer: Under the Immigration Detention Centre Contract, Serco's performance is measured against detailed abatement indicator metrics. An abatement, which is a financial sanction, is applied when Serco fails to meet a minimum performance standard required under the Contract, and this is recorded against the relevant detailed indicator metric.

There are two specific metrics that assess Serco's performance against escapes, one metric for escapes during a transport and escort, and another from a facility. Disturbances are reported, however, disturbances are not included in the abatement regime.

The maximum amount that Serco can be abated is 5% of the Detention Services Fee (DSF) in respect of each facility per month. This abatement cap can make it challenging to accurately record the specific abatement amount for escapes. If the abatement for escapes occurs during a month where other metrics have recorded a performance failure resulting in the total abatement amount being greater than 5% of the DSF, then only a portion of the specific dollar amount for escapes is included in this final total. The Joint Facility Audit Team (JFAT) determines abatements based on all events, including escapes.

A financial abatement was incurred by Serco as per the contract; the amount of each financial abatement is commercial-in-confidence.