Question: Is the department aware of the level of staff at each centre? Is that information reported to the Minister?

Answer: The contract stipulates that the service provider ensures that personnel levels at facilities are adequate to deliver the services in accordance with the contract.

Under Schedule 2, Section 2.2.3 – 3.2 (b) human resource management, the service provider must provide the department with fortnightly rostering arrangements.

Additionally, under Schedule 2, Section 2.2.4-1.9(a)(ii) security services - rostering of security personnel, the service provider must, from the handover for each centre, provide the department with rostering arrangements at the commencement of each alternate business week for the coming fortnight.

Staff levels are not routinely reported to the Minister.