

JOINT SELECT COMMITTEE ON AUSTRALIA'S IMMIGRATION DETENTION NETWORK

Q15

Contracts

Question: Is there a mandated staff ratio for detention centres and other facilities where asylum seekers are detained? Is that ratio currently being met? If not, at which facilities is it not been met?

Answer: No, there is not a mandated staff ratio for immigration detention centres and other facilities. As per clause 3.2 of the immigration detention centre contract (the contract), the department relies on the skill and expertise of the service provider. As such Serco must ensure that the personnel levels at facilities are adequate to deliver the services in accordance with the contract.

The department ensures that Serco's performance is rigorously monitored at all its sites. Serco is subject to monthly performance reviews and it is subject to penalties or sanctions where it does not meet the standards set out in the contract. The abatement process is integral to the department in achieving value for money in the performance of the detention services.