

**JOINT SELECT COMMITTEE ON AUSTRALIA'S
IMMIGRATION DETENTION NETWORK**

Q232

Question: Have there been any representations to Serco that the level of expertise and experience with children has been inadequate?

Answer: There has been one occasion when a representation was made to Serco about the training status of staff. On 29 October 2010, the department wrote to Serco to express concern about the training and qualifications of Serco staff at Port Augusta IRH. Serco replied on 9 November 2010 to the Contract Administrator to confirm that all staff members at Port Augusta IRH without a relevant Certificate III qualification were scheduled to complete this qualification by 31 December 2010.