

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

Q233

Question: Could you take on notice whether there have been any formal discussions with Serco about their level of staffing and the qualifications of staff in various facilities?

Answer: In the three months August to November 2011, there were no formal discussions with Serco about its level of staffing in various facilities.

In relation to the qualifications of staff, Serco provided its Quarterly National Recruitment and Training Report on 11 August 2011 as required under the contract. On 1 October 2011, the DIAC Contract Administrator asked Serco to provide an update on its training activity.

From August to November 2011, DIAC asked formally for assurances about the qualifications of Serco staff on two occasions for two facilities. Serco provided assurances for staff training at Port Augusta Immigration Residential Housing facility on 19 August 2011 and qualifications for individual staff at Villawood Immigration Detention Centre on 11 October 2011.