

JOINT SELECT COMMITTEE ON AUSTRALIA'S IMMIGRATION DETENTION NETWORK

Q99

Question: Can you tell us what the outcomes are?

Answer: Broadly, to meet the required outcomes of the Detention Services Contract, Serco must:

1. Comply with the immigration detention values as stated in the recitals of the contract.
2. Actively participate in and meet all requirements of the performance management manual. The contract requires Serco to meet key performance areas which cover service delivery broadly across the following:
 - duty of care;
 - appropriate amenities;
 - healthy environment; and
 - supportive culture.
3. Deliver the services as required in the statements of work in the contract, comprising:
 - 2.2.1 People in Detention Services;
 - 2.2.2 Facilities Management and Support Services;
 - 2.2.3 Business Services and Continuous Improvement;
 - 2.2.4 Security Services; and
 - 2.2.5 Transport and Escort Services.