

## Joint Select Committee on Australia's Immigration Detention Network: Responses to Questions on Notice and requests

Item	Questions	Relevant Pages of transcript	Response
1	Can Serco provide raw staff numbers?	Christmas Island (CI) - Page 70	Serco offer to provide raw staff numbers "in-camera"
2	<p>Can Serco provide the demand predictors for all the centres around the country?</p> <p>Was there a demand predictor for December to March 2011?</p>	CI - Page 71	<p>Serco can confirm that a demand predictor was received for the period of December to March 2011.</p> <p>A summary of demand predictors, provided to Serco by DIAC, is attached, this is used by Serco as an internal working document.</p> <p><b>Attachments – Demand predictor list, Demand predictor letters from DIAC Letter for the relevant period</b></p>
3	What are the trigger points for a handover to AFP?	CI - Page 29-30, 64, 66-67, 73	<p>All incidents are managed co-operatively, with Serco in close contact with DIAC and the AFP throughout the management of an incident. Decisions regarding control and handover of the facility are taken through a consultation process. DIAC has "step in" rights under the Contract and may, in its absolute discretion, assume control of a facility, or, as appropriate, hand over control of a facility to the AFP or another third party. For Serco's part, the triggers for our initiation of the handover of an incident will vary from incident to incident and depend on a number of factors, particularly the risk to the safety of clients and staff. In circumstances where Serco assessed that the operational situation had progressed to the point where we were unable to maintain a duty of care to clients and staff we would normally seek to hand the incident over to an agency that had an</p>

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			<p>appropriate level of capability to manage the incident. This is a command level decision and normally taken in consultation with DIAC, AFP and the Serco national command. Serco has a procedure that details a number of triggers that would normally guide the command's assessment. These triggers include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Use of accelerants during a critical incident</li> <li>• Fires that cannot be extinguished using internal resources</li> <li>• Breach of designated 'safe' and/or evacuation areas for staff, visitors and clients</li> <li>• Any action that endangers life or property</li> </ul>
4	In the context of the monthly risk assessments, what security upgrades did Serco say were required?	CI - Page 74	Serco is in the process of finalising a response to this question and will endeavour to respond to the committee as soon as possible.
5	Will Serco provide the full contract to the public?	CI - Page 76	Serco's understanding is that a redacted copy of the Contract is available to the public from DIAC through Freedom of Information.
6	Will Serco provide the full contract to the committee in camera?	CI - Page 76	Serco confirms the evidence Mr Manning gave that Serco had discussed with DIAC what could be released to the committee. The contract provides that the confidential information in the contract is DIAC's confidential information and not Serco's. Serco respectfully submits, however, that there are valid operational, security and commercial reasons why certain parts of

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			the document should not be made public.
7	There has been evidence from DIAC that Serco is keen for its confidentiality agreement not to be released. Could Serco provide an explanation or a copy of the confidentiality agreement?	CI - Page 75	The Detention Services Contract contains a required form of confidentiality agreement (schedule 11), and a required form of deed of non-disclosure of personal information (schedule 12).
8	Serco to provide a simple report logging what actions were taken by Serco to encourage people to return [to CIIDC] and what other steps they took to try and get a handle on the incident	CI - Page 81	<p>Serco staff located and engaged in discussion with clients. Serco encouraged clients to return by offering food and providing rationales for returning to the facility.</p> <p>A small number of clients were restrained using minimal and reasonable force (with approval from DIAC), in order to return the clients to the facility.</p> <p>Serco and other agencies coordinated searching and return of clients, and worked with DIAC to disseminate information to the CI public about the incident.</p> <p>Facility security was focussed on preventing further clients from escaping.</p>
9	Who was responsible for the decision to house vulnerable people in the visitor centre?	CI - Page 34, 39	Within the facility, the placement of clients is the responsibility of Serco. Ongoing management and placement is coordinated with input from all partnership agencies. To the extent it is operationally possible, any recommendations received from IHMS regarding the accommodation needs of vulnerable people are taken into account when placing clients.
10	What staff are present in the visitor centre?	CI - Page	The visitor centre is staffed by Client Services Officers. The number of staff to be “rostered on” is assessed in line with

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		34, 39	Serco's dynamic security framework in accordance with clients' risks and needs. Clients in this area continue to receive access to all partnership agencies.
11	Can Serco provide a copy of the critical incident response plans at Curtin?	Cu - Page 17	<p>Serco requests the opportunity to provide documents 'in camera'. The information contained in these documents outlines in detail our responses to a range of security incidents such as escape, riot, demonstrations and rooftop protests. For that reason, there is a very real risk that publication of the documents would compromise security generally at the facilities and incident response in particular.</p> <p>Accordingly, Serco submits that it is appropriate to provide these documents and the information contained therein to the Committee on condition that they not be published and otherwise be treated confidentially. To the extent that the Joint Select Committee have any concerns about these documents and the information contained therein being provided on a confidential basis, Serco requests that it have an opportunity to address those concerns before any decision is made to publish the information.</p>
12	Is there an armoury at the Curtin facility?	Cu - Page 18	There are no firearms stored at any detention facilities within Australia. Personal Protective Equipment (such as helmets and shields) for ERT staff are stored in secure storage rooms within

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			<p>centres.</p> <p>Curtin does not have an armoury, but has a secure kit room holding protective equipment.</p>
13	<p>What would happen if Serco is required to restore public order (but does not have the ability to restore public order)?</p>	<p>Curtin (Cu) - Page 26</p>	<p>Serco works closely with DIAC and relevant policing authorities to maintain order within the centres it manages. Serco does not have the power to take public order enforcement steps in the manner that a policing authority does. It should be noted, however that public order breakdowns are rare.</p> <p>There are currently, and appropriately, strict limits on the obligations and powers of private sector detention centre operators in relation to the management and control of detention centres, particularly regarding the use of force in the context of responding to riots and other serious disturbances. Serco believes that additional clarity is required to ensure that the precise limits on those obligations and powers are well understood. There are currently no regulations or other legislative instruments that directly govern the responsibilities and powers of persons who operate detention centres. Serco has made a written submission regarding the need for clarification of the powers of Serco officers. Serco submits that further clarification is required around the powers available to (and the obligations of) detention service providers in relation to the restoration of public order. In the event that public order needed to be restored, Serco would seek to hand over the incident to an</p>

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			<p>appropriate policing agency that has the necessary capability and authority (see question 3). The extant incident management protocols apply where Serco would act to contain and control an incident within our capabilities in order to minimise risk to the safety of staff and clients and until an appropriate police agency took control of the incident.</p>
14	<p>What are the specific areas impacted on because of Curtin's remote location?</p> <p>What extra things are required to overcome the remoteness factor to ensure Serco upholds its contract?</p>	Cu - Page 33	<p>Serco does experience difficulties in recruiting local staff in Curtin. The buoyant state of the WA regional economy is undoubtedly a factor. Serco continues to explore recruitment options including advertising positions locally, regionally and throughout Western Australia and looking to negotiate with regional work placement agencies to ensure that available positions are brought to the attention of local job seekers, Serco is also investing in recruitment of the local indigenous population. In particular, there is limited availability of local specialised staff such as Art, English and Life Skills teachers. Serco is in the process of establishing a pool of resumés for teachers interested in Fly-In/Fly-Out (FIFO) positions.</p> <p>Other than employment related issues, the remote nature of Curtin IDC presents the following challenges, that are relevant to the ability to provide all of the services required by the Detention Services Contract:</p> <p>(a) There are limited local religious and culturally appropriate resources such as reading materials,</p>

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			<p>educational resources. Serco working through Western Hub to access specialist books stores in larger metropolitan cities.</p> <p>(b) The limited bandwidth availability within Curtin IDC provides IT infrastructure, internet access challenges;</p> <p>(c) The options for excursions limited due to geography / logistics and security considerations.</p>
15	How many workers compensation claims do you have in Darwin? How many are the result of assaults?	Darwin (D) – Page 78	There have been 45 workers' compensation claims in Darwin. 16 of these were the result of assault.
16	What are the types of incidents that result in workers compensation claims? What assaults on Serco staff have occurred?	D – Page 78	<p>There are a broad range of the types of injuries that form the basis of claims.</p> <p><b>Attachment – list of all claims by mechanism of injury (Oct 2009 to Oct 2011)</b></p>
17	When was Serco advised to prepare for the arrival of hundreds of IMA's at NIDC (which had previously been used for fishermen), from Christmas Island?	D – Page 79	<p>Serco does not have a formal record of notification, as the additional clients did not exceed the maximum capacity of the centre. However, we believe Serco received approximately a week's notice prior to their arrival.</p> <p>Serco is happy to confirm the precise date notice was received should this assist the Committee.</p>
18	How many workers' compensation claims are currently active?	D – Page 79	<p>As at 26 September 2011 the numbers were as follows:</p> <p>Total NSW claims = 14</p>

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			Total NT claims = 24 Total Qld claims = 2 Total SA claims = 16 Total Tas claims = 1 Total Vic claims = 12 Total WA claims = 13 Total claims = 82
19	When did Serco start recruiting to find staff to cope with the IMA arrivals at NIDC	D – Page 79	Recruitment for Darwin expansion began in late December 2010 and early January 2011
20	When was Serco advised that Wickham Point would not come on line in June/July?	D – Page 79	Serco received a formal Contract Change Notice from DIAC in relation to Wickham Point on 7 October 2011.  Serco is happy to provide additional information about the “stand up” of the Wickham Point facility should this assist the Committee.
21	What is the cost of the damage caused by recent events at NIDC	D – Page 79-80	The assessment process is ongoing but current estimate is in excess of \$1.6m.
22	Has there been any assessment for insurance purposes of the premium increase that Serco has to pay in DIAC’s behalf as a result of the recent	D – Page 80	There has been no premium increase to date to reflect the



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	damage?		damage caused by recent events. This may occur in the future.
23	If there is an increase in insurance premiums, would it be passed onto the Commonwealth?	D – Page 80	Clause 62.10 of the detention services contract provides that adjustments for Property Insurance greater than 5% due to changes in general market conditions or other factors are to be passed on through a Contract Change and potentially an adjustment to the Detention Services Fee.
24	Is it true (as reported in the NT News) that MSS employs students that are on bridging or student visas?	D – Page 81	MSS Security has confirmed that it does not employ students or persons on student visas in connection with the Serco contract.
25	How many Serco officers do you have at the airport lodge at any one time?	D – Page 81	Serco has agreed to provide this information in camera
26	Are there any incidents of officers that have breached their duty of care and had to be relieved	D – Page 83	No such incidents have been reported at Darwin. Five such cases have been reported across the detention network.
27	Has Serco ever had to raise issues with MSS relating to the behaviour of their staff	D – Page 83	Serco has raised concerns relating to MSS Security staff behaviour and/or performance with MSS on a limited number of occasions. Whilst these issues have been relatively infrequent, they typically reflect the nature and condition of the assignment. For all matters raised, MSS Security has addressed the concerns and reacted in accordance with the seriousness of the issues. In accordance with MSS Security policy, staff were provided due process and appropriate action was taken where it was determined warranted
28	How many CSWs do we have in DAL	D – Page 86	Serco has agreed to provide this information in camera

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29	What is the ratio of male to female staff in DAL	D – Page 86	Serco has agreed to provide this information in camera
30	Do we know how many MSS Staff are on “compo”?	D – Page 86	MSS Security confirms that it currently has two open workers compensation claims in relation to the Serco contract
31	What mental health awareness training is provided in the four week induction?	CI - Page 14-16, 35, 78-79	Serco provides instruction in the Induction Training Course on Mental Health, Psychological Support Program and Suicide Awareness. In addition DIAC has reinstated delivery of a rolling programme of one-day Mental Health Awareness for DIAC, Serco and IHMS staff. The programme has delivered to the sites of Leonora and Darwin at this stage.
32	Between certificate II and that induction period, do people that work for Serco have cultural awareness programs?	CI - Page 80 and following	Cultural Awareness is included in the Induction Training Course. It is also included in annual refresher training. Pursuant to the Detention Services Contract, employees who undertake the Induction Training Course have six months in which to complete a Certificate II in Security Operations with ASPAC Training.
33	Do staff understand the cultural nuances of the people that they are going to be managing?	CI - Page 80 and following	Training covers cultural communication nuances including tone of voice, eye contact, gestures, greetings, the concept of face, etc.
34	When Serco is recruiting, do you look for people who have particular backgrounds in dealing with mental health or experience with cultural nuance?	CI - Page 80 and following	Serco doesn't specifically look for people of any particular cultural background, and employs staff from a range of cultures reflecting the cultural and ethnic mix of the Australian general community. The focus in its selection process is on behavioural competencies for assessment of which multiple methods are used, including initial telephone screening, psychometric assessment, and

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			behaviour based interviews. The interview process also covers motivational fit and the reasons why candidates want to work in the detention environment. Candidates are asked whether they speak other languages as part of the initial telephone screening. Serco views any recognised training in mental health or cultural awareness as an asset in the recruiting process, where a candidate otherwise meets Serco's recruiting requirements.
35	Do you have staff who are non-English or non-Anglo background?	CI - Page 80 and following	A large number of our staff have non-English and non-Anglo background and, in general, our staff complement reflects the cultural and ethnic mix of the Australian general community.
36	What is the language capacity of your staff?	CI - Page 80 and following	The language capacity of our staff also reflects the cultural and ethnic mix of our staff and the second language skills of client-facing staff are recorded on joining Serco. These language skills include a broad mixture of the languages of the major client groups. DIAC also provides a translation service in each of the centres.
37	Are staff trained to manage violent or riotous behaviour? Is it a requirement of the contract that Serco should have staff in the facility that can provide that level of capacity? Does the contract refer to "good order" or "public order" and what is the distinction?	CI - Page 26, 71-72	<p>Employees are trained in communication skills, conflict de-escalation and defensive techniques (use of force and use of restraints). In addition an Emergency Response Team has recently been established with approval and funding from DIAC. Members of this team receive an additional five days of training initially and scheduled refresher training.</p> <p>Under Section 2.2.3 (Section 8) and Section 2.2.4 (Section 3.5 &amp; 3.8) we are contractually obliged to manage incidents to protect</p>

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			<p>the well being, safety and security of all people at a Facility. The ability to manage high and extreme levels of violent and / or riotous behaviour are not envisaged or mentioned within the whole contract and where incidents of this kind arise, Serco would (liaising with DIAC) immediately seek to involve the appropriate police agency in responding to the incident.</p> <p>Serco also refers to its response to question 13.</p>
38	Whether Serco is able to provide the training logs and verification of the training and competencies of all the personnel who work across the different facilities, and whether Serco can provide those details to the Committee	Cu - Page 28	Employees attending training sign attendance sheets, receive a Record of Training, Statement of Attainment or Certificate, depending on the training undertaken by the employee. Copies of these records are requested regularly and provided to DIAC and to external auditors on a site-by-site basis. DIAC receives a quarterly training summary for the entire estate.
39	Is anyone working on the floor while in the midst of the four-week induction program (or who has not completed the course)?	Cu - Page 28	Serco is in the process of finalising a response to this question and will endeavour to respond to the committee as soon as possible.
40	Does Serco have verification that all subcontracted officers have done, at least, the four-week course and are in the midst of their certificate II?  Can Serco provide evidence of that verification?	Cu - Page 29	<p>Serco security subcontractors receive an induction in accordance with their restricted duties and the agreement between Serco and DIAC. The companies providing the security subcontractors are contracted to provide this training to their employees and provide training reports to Serco. All security subcontractors hold a Certificate II in Security Operations or equivalent.</p> <p>Serco is happy to provide further information about its</p>

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			relationships with its subcontractors should this assist the Committee.
41	Is the four-week course accredited? Does Serco have documentary evidence to prove the accreditation?	Cu - Page 29	The trainers who deliver the four-week Induction training course have appropriate Certificate IV training qualifications and are accredited to deliver training on behalf of Serco's registered training organization, ASPAC Training. A copy of the registration can be provided along with the qualifications of the trainers if required. The Induction Training Course content is compliant with the Australian Quality Training Framework (AQTF) and a Certificate II in Security Operations is issued by ASPAC Training. Audits are undertaken by the governing body for compliance purposes.
42	What are the training requirements of the emergency response team? Are people required to have completed their certificate II?	Cu - Page 30	The ERT course covers advanced Control and Restraint and is five days in duration, with scheduled refresher training. A criterion for participating in the training is a Certificate II in Security Operations as a minimum.
43	Is there an enterprise agreement that just covers Curtin or is it statewide or national? Is there a training clause in that agreement?	Cu - Page 32	Serco Immigration Services has two enterprise agreements: the Serco Immigration Detention Centres Agreement 2009 (which covers specified staff in Immigration Detention Centres throughout Australia) and the Serco Immigration Residential Housing & Transit Accommodation Centres Agreement 2010 (which covers specified staff in Immigration Residential Housing and Transit Accommodation Centres throughout Australia).

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			<p>Curtin, as an Immigration Detention Centre, would be covered by the Serco Immigration Detention Centres Agreement 2009.</p> <p>Both enterprise agreements have a training clause.</p>
44	How many Serco staff have completed the 4 week inducted, started duties, but left before completing the certificate II?	D – Page 84	Records show that since Serco commenced providing services under the Detention Services Contract in 2009, 79 client service officers completed the Initial training Course but left Serco, or transferred to other duties, before achieving the Certificate II in Security Operations.
45	How many hours of mental health training are provided for in the induction	D – Page 86	The instruction time in the ITC for Mental Health, Psychological Support Program and Suicide Awareness totals 4.5 hours. In addition, all employees will attend a rolling programme of one-day Mental Health Awareness training provided by DIAC. Through this, employees will receive an additional nine hours of training.
46	What does Serco seek by way to amendments to the legislation?	CI - Page 80-81	Serco seeks the introduction of regulations regarding the management and control of detention centres. There are currently, and appropriately, strict limits on the obligations and powers of private sector detention centre operators in relation to the management and control of detention centres, particularly regarding the use of force in the context of responding to riots and other serious disturbances. Serco believes that additional clarity is required to ensure that the precise limits on those

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			<p>obligations and powers are well understood. There are currently no regulations or other legislative instruments that directly govern the responsibilities and powers of persons who operate detention centres.</p>
47	<p>How would Serco like the committee to support its recommendations?</p>	<p>CI - Page 80-81</p>	<p>Serco respectfully submits that the Committee support:</p> <ul style="list-style-type: none"> <li>• the introduction of regulations regarding the management and control of detention centres (as detailed at item 50);</li> <li>• the finalisation and implementation of a binding interagency co-operation and communications protocols between Serco, DIAC, the AFP and relevant state or local police; and</li> <li>• a national infrastructure review covering all Australian immigration detention facilities.</li> </ul>
48	<p>Is there currently no such policy or memorandum of understanding that currently exists, which is what has lead to the comments earlier this morning by witnesses that gives this element of confusion about who is responsible for what? Is it the case that no 'final and binding interagency cooperation and communication protocols between Serco, DIAC and the AFP' currently exist?</p>	<p>CI - Page 80-81</p>	<p>The Memorandum of Agreement that finalises binding interagency cooperation and communication protocols between Serco, DIAC and the AFP is currently being drafted. Serco respectfully suggests that the Committee support the finalisation of a binding cooperation and communications protocol between Serco, DIAC, the AFP and each state or local police force that defines:</p> <ul style="list-style-type: none"> <li>• the limits on Serco's ability to use force to maintain security of clients, including its ability to use force to maintain good order or to remove violent clients from</li> </ul>

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			<p>association with other clients;</p> <ul style="list-style-type: none"> <li>• when police will attend a facility in the IDC network to investigate and prosecute breaches of the law by clients, including with respect to assaults or other criminal acts and escapes from detention;</li> <li>• the circumstances in which police will respond to mass incidents of unrest;</li> <li>• the circumstances in which the police will assume primary responsibility for the operation of a facility in the IDC network;</li> <li>• role definition; and</li> <li>• communications protocols.</li> </ul>
49	<p>Please provide the planned staffing rosters for all centres for the last financial year, as she states is required in the contract. I think she has already requested the information through DIAC representatives in some centres, without success.</p> <p>If we are unable to provide the rosters retrospectively, she would like to receive the actual staffing for the last FY and, in the future, to receive planned rosters in advance.</p>	N/a	<p>Rosters are provided in advance to DIAC regional management for each centre on a weekly or fortnightly basis. Serco is investigating whether it is feasible to provide these rosters retrospectively for the last financial year.</p> <p>If this is feasible, all staffing numbers will be provided in camera.</p>
50	<p>Serco was given the opportunity to prepare a response to the submissions made on behalf of the Union for the Christmas Island Workers earlier in the hearing.</p>	Sydney (S), p67	<p>Serco has made a supplementary submission responding to these matters.</p>



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51	<p>John Hayes will provide further details regarding the VIDC riots, including:</p> <ul style="list-style-type: none"> <li>his recollection of the actions taken to deescalate the rooftop incident;</li> <li>details of how the fires were set (ie matches, accelerant);</li> <li>interaction with police and updates to police</li> </ul>	S, p67-68	<p>Serco is willing to provide to the Committee in camera, a timeline of contact with all the Emergency Services including the NSW Police and AFP. There were also additional updates provided by the nominated Police Liaison Officer (Cameron Stuart). Cameron provided these updates to the NSW Police Duty Inspector whilst he was out in the centre observing the developing incident, these updates were provided by mobile telephone.</p> <p>There is no substantive evidence in regards to how clients started the fires. There is no evidence that accelerants were used in the fires.</p> <p>The main approach in de-escalating the roof top incident was to try and maintain as normal a regime as possible across the rest of the centre. Also to encourage client participation in programmes and activities and take client focus away from the roof top protest.</p>
52	Any impact on insurance premium increases as a result of the April Villawood riots?	S p76	<p>Serco insurance renewal date is 31 October annually. No insurance premiums have changed in respect of the year ended 31 October 2011 resulting from the Villawood insurance events. The position for future insurance premiums and renewal terms is not yet known.</p>
53	Request for account of incident wherein 'count-down' threats were made to injure a Serco staff member, and where a CSO was ultimately seriously injured.	S p78	<p>On the 3rd of August 2011 at approximately 8.20am, six clients were being escorted off the facility for visa release and client TR120 blocked access to the gate, stating words to the effect that no one would leave until he did. Serco staff attempted to explain</p>

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			<p>the situation and reason with the client and he then produced a paring knife from his right pocket. Officers asked the client to give them the knife. The client stepped forward with the knife, making contact with an officer's right wrist. The officer sustained a laceration (2.5cm) to his left wrist.</p> <p>Response codes were immediately initiated, first aid was rendered and the officer was taken to medical for further assistance. Officers and management responded immediately and the police were notified promptly. Client TR1020 was apprehended using approved control and restraint techniques. Flexi cuffs were applied and the client was handed over to the Police and later charged and sentenced.</p> <p>Serco's records of the incident do not refer to any threats by Client TR1020 prior to 3 August made against the specific officer or against Serco officers generally. In the wake of this incident, Serco conducted a detailed incident investigation report, complete with findings and recommendations to ensure that client access to contraband is sufficiently controlled and that staff training around incidents and the "disarming of clients" is adequate. Serco confirms that all incident response procedures and escalation processes were deployed appropriately and in accordance with Serco and DIAC policy.</p>

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54	Request to provide a copy of Serco's written protocol/ procedures for incidents of self-harm. See also requests for provision of information on self harm protocols below.	S p79	<b>Attachment – Keep SAFE/PSP documentation attached.</b>
55	Request to provide the following information: <ol style="list-style-type: none"> <li>1. the actual protocol Serco has in place regarding what should happen when somebody is on suicide watch; and</li> <li>2. how the protocol was formulated, who participated in its formulation and what advice was taken on that policy.</li> </ol>	S p80	<p>The Psychological Support Program (PSP) policy was developed by DIAC as part of the Detention Services Manual, which Serco is required to implement. DIAC would have to advise who participated in its formulation.</p> <p>Serco recently developed a 'Keep SAFE/PSP' policy &amp; procedure manual. The Keep SAFE/PSP policy is not an alternative to the established PSP process, but rather the provision of practical and clear instructions to support PSP implementation. The policy provides standardised documentation across the network and process flow instructions to support adherence to PSP.</p> <p>DIAC Mental Health Training Team and IHMS have been informed of the standardised documentation. This is now included in the Mental Health Training being rolled out.</p>
56	<i>"In the case of the Darwin Detention Centre last week, where I spoke to several Serco officers who were on high-incident watch, they all said to me that they were required to stand or sit a metre and a half from the detainee and every 50 minutes ask them what they had been doing. Whose advice is that treatment and management based on, and what psychiatric assessment has gone into developing that protocol?"</i>	S p80	<p>PSP reporting requirements dictate that clients categorised as having a risk level of "high imminent" must have constant one-on-one monitoring of, and engagement with, officers in a safe and secure place. Written observations are required as an absolute minimum every 30 minutes.</p> <p>The requirements are detailed in DIAC's PSP policy.</p>
57	Request to provide information on the implementation of the	S p80	When Serco commenced the contract, a policy called Suicide

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	psychological support program policy (page 80).		Awareness and Self Harm (SASH) was in place. This was replaced with the Psychological Support Program (PSP). Mr Manning addressed the implementation of the policy during the hearing. Serco is happy to provide further information regarding implementation should that assist.
58	Request to provide information on Serco officers being required to dispense medicine/medication to detainees.	S p81	Serco undertakes secondary dispensing only on instructions from IHMS and the practice is closely monitored and recorded. That is to say that Serco officers assist in ensuring the wellbeing of clients by delivering to individual clients medication that has been prescribed for them by IHMS, at the intervals prescribed by IHMS. All secondary dispensing is done in accordance with a policy, which is attached in response to the question at item 62 below. Serco officers are not ordered or required to dispense medicine, however some staff assist voluntarily when and as required.
59	Request to confirm whether there is a salary discrepancy between staff who issue medication and staff who do not.	S p81	Serco officers who voluntarily assume a role in secondary dispensing are generally relatively senior staff members and are paid at a slightly higher rate.
60	Request to provide more information regarding the training and/or accreditation of staff authorised to issue medication.	S p81	<p><b>Attachment – Secondary Dispensing of Medication PPM</b></p> <p>Staff engaged in secondary dispensing do so in accordance with the attached policy relating to secondary dispensing.</p>

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61	Request for details regarding: <ol style="list-style-type: none"> <li>1. the comparison of staff turn-over between Villawood and the Darwin IDC; and</li> <li>2. staff turn-over for senior management.</li> </ol>	S p82	Serco is in the process of finalising a response to this question and will endeavour to respond to the committee as soon as possible.
62	Request for further details regarding Serco's protocol/s identifying the delegated legal guardian of any unaccompanied minor detained in a facility.	S p82 and p83	<p><b>Working with minors PPM is attached.</b></p> <p>Guidance regarding who the delegated guardian is detailed in the policy and includes the following:</p> <p style="padding-left: 40px;"><i>4.2 Immigration (Guardianship of Children) Act 1946</i></p> <p style="padding-left: 40px;"><i>The IGOC Act makes provision for unaccompanied minors to be placed under the guardianship of the Minister. Guardianship powers are interpreted to mean all powers and duties usually exercised by a parent over a child.</i></p> <p style="padding-left: 40px;"><i>The Serco Team Leader and the relevant case manager in consultation with the nominated DIAC delegate are responsible for engaging with experts in child welfare to ensure guardianship powers are exercised appropriately.</i></p> <p style="padding-left: 40px;"><i>It is recognised the Serco Team Leader is responsible for the provision of a duty of care and health and</i></p>

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			<p><i>wellbeing services to each minor.</i></p> <p><i>It is also recognised that the Minister will not delegate their guardianship powers, enshrined in the Act, to the Serco Team Leader.</i></p> <p><b>4.3 Changes in Guardianship</b></p> <p><i>The Minister can make changes to the guardianship of a minor at the IRH when there is an irretrievable breakdown in the relationship between the minor and the parent or carer and the Minister is satisfied that it is in the best interests of the minor in order to:</i></p> <ol style="list-style-type: none"> <li><i>1) Protect the minor from injury or harm</i></li> <li><i>2) Protect the minor from moral danger</i></li> <li><i>3) Provide the minor with appropriate care and guidance.</i></li> </ol> <p>When Serco staff have concerns about the care or guardianship arrangements for a minor in the IRH they will report them to the Team Leader who will immediately advise the Departmental Regional Manager and Case Manager for a review of the arrangements.”</p>
63	<p>Whether Serco staff are fully aware of who is the delegated legal authority of unaccompanied minors.</p> <p>Request for a copy of the detailed policy relating to management of</p>	S p82	<p><b>Attachment - Policies dealing with working with minors</b></p> <p>Serco is aware of the delegated legal authority when dealing with</p>

Item	Questions	Relevant Pages of transcript	Response
	unaccompanied minors.		UAM / Minors.
64	Were there any outstanding recommendations for upgrades to Villawood as of 20 April this year?	S p83	A Capital Expenditure Request (CAPEX) was submitted on 23/09/2010 to DIAC for netting to prevent clients gaining access to the loft space from the outside of the roofs, this is still ongoing.
65	What recommendations were made regarding the facilities from a security point of view, following the riots and incidents?	S p84	<p>In general, numerous recommendations have been made and many accepted as part of the broader VIDC redevelopment. Those recommendations include the implementation of certain recommendations from the Corcoran report, which was handed down prior to the incidents.</p> <p>Serco continues to work with DIAC to ensure an appropriate mix of detection, delay and deterrence security measures are implemented.</p> <p>If specifics of the recommendations are required by the Committee, Serco seeks the opportunity to provide those details in camera.</p>