

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES – 26 – 27 MAY 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(BE14/300) PROGRAMME – 3.3 and 3.4: Illegal Maritime Arrival (IMA) Onshore Management

Senator Carr (Written) asked:

In an interview on 3 April 2014 Minister Morrison stated that the transfer of services to Transfield had been completed and that ‘we’re already seeing I think, some very significant improvements in the way things are being managed’.

What kinds of improvements have been seen in the management of services since Transfield had completely taken over services?

What are the differences between services managed by G4S and Transfield? How do they differ?

What new arrangements are in place with Transfield and locally employed staff that differs from the arrangements created by G4S?

Answer:

- a.-b. Garrison and welfare services at Manus Offshore Processing Centre were previously provided by G4S and The Salvation Army under separate contractual arrangements. Transfield is now the sole provider for both garrison and welfare services which supports a more efficient and effective delivery of service arrangements and cost savings for the Commonwealth.

Service improvements include improved catering, the development of a positive engagement model, enhanced security arrangements and efficiencies in administration and contract management arrangements. There has also been an increase in the number of transferees engaging in programmes and activities, including education.

- c. Transfield is utilising its status as a registered training organisation to offer formal training qualifications to locally employed staff. Staff are being offered certificate level qualifications in areas such as security, hospitality and senior first aid and opportunities to develop management capabilities and undertake management roles.