

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(SE14/396) PROGRAMME – 3.5 and 3.6: Illegal Maritime Arrival (IMA) Offshore Management

Senator Carr (Written) asked:

How often are contractors reviewed and evaluated?

Who conducts the reviews and evaluations?

If it is a government agency, is there independent oversight?

If so, which independent agency is responsible? Who do they report to?

What are the review and evaluation procedures in place?

How long does a review and evaluation take?

Are review and evaluation visits announced?

Is staff conduct included in the review and evaluation?

If not, why not?

Are there plans to include this in future reviews and evaluations?

How is success measured in these reviews and evaluations?

Specifically, what are the criteria needed to be satisfied?

What procedures are in place to deal with contractors who do not satisfy a review and evaluation?

What measures are taken to ensure that standards are improved for the next review and evaluation?

Answer:

All services contracts for Offshore Processing Centres have established performance management frameworks which facilitate monthly reviews of the services. The frameworks also include criteria relating to service provider personnel and processes to address performance failures.

In addition, service providers are subject to regular external scrutiny through both government appointed and independent bodies. The terms of reference and criteria for external reviews vary, as do the timeframes, announcement and publication of findings.