

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES - 25 FEBRUARY 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(AE14/254) PROGRAMME – 4.3: Offshore Asylum Seeker Management

Senator Carr (Written) asked:

How does the department deal with asylum seeker demands?

Are asylum seeker requests and demands reported to the Ministers office?

Does the Ministers office provide advice to the Department regarding these requests?

If not, who is the main point of contact for the department in regards to the outbreak of violence at the facility?

Answer:

1. The service providers in the onshore network and at offshore processing centres are responsible for the management of detainee/transferee requests and complaints. There is an established process for dealing with requests, whereby requests or complaints are allocated to the appropriate representatives to respond to within defined timeframes.
2. Requests and demands from transferees are not routinely reported to the Minister's Office.
3. No.
4. The most senior departmental official located at an immigration detention facility or Offshore Processing Centre is the main point of contact for matters relating to a large scale outbreak of violence.