

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES - 25 FEBRUARY 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(AE14/369) PROGRAMME – 4.3: Offshore Asylum Seeker Management

Senator Hanson-Young (Written) asked:

On 3 February, Transfield announced that it had been granted the contract to provide welfare and security services to Australia's offshore regional processing centres, in addition to providing infrastructure and management services.

What checks and balances are in place for ensuring that staff deployed by Transfield will have the adequate skills, experience and training to fulfil the position?

- a. How does the department monitor the suitability of contracted staff for welfare related positions?
- b. Is the department aware that staff are being deployed within days of responding to advertisements which call for no relevant skill or experience?
- c. How does this timeframe allow adequate time for training?

Answer:

It is a contractual requirement that Transfield Services personnel are appropriately skilled, trained and qualified to provide the services.

As part of their preparation for providing welfare services, Transfield engaged with a number of industry bodies and individuals with expertise in welfare services in offshore facilities. In March 2014, the department provided a team to review Transfield's case management practices and capabilities. Feedback was provided to Transfield to incorporate into their service delivery operations.

The department's performance management framework will monitor compliance with the contract and ensure that Transfield delivers agreed outcomes.

Candidates' suitability is assessed by Transfield as part of their recruitment process. All successful candidates are given a pre-deployment information pack and briefing. Pre-deployment training includes Work, Health and Safety, Code of Conduct and role specific training. Once deployed to an Offshore Processing Centre, all employees receive induction and additional training relevant to their roles. On-the-job training and additional training in Australia is offered throughout the period of employment.