

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARINGS: 24 MAY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE11/0328) Program 4.2: Onshore Detention Network

Program 4.3: Offshore Asylum Seeker Management

Senator Cash asked:

In relation to physical abuse or threats made against Serco staff, as Secretary of the Department how soon after these incidents were you formally advised? What action did you take? If you were not advised, why not?

Answer:

Serco is contractually required to notify the Department of incidents that occur in immigration detention facilities. Reporting times to the Department vary between 30 minutes and 24 hours of their becoming aware of the incident, depending on the seriousness of an incident. Financial penalties can be imposed if timeframes are not met and compliance is audited by DIAC staff onsite.

Incidents are notified to the Department through a formal reporting regime. When an incident occurs, Serco will call the local DIAC duty officer, who escalates to a national detention operations duty officer. If the incident is serious, a situation report is written to notify appropriate people, including the Secretary. Notification of less serious incidents is through a daily incident report, which is sent to appropriate people, including the Secretary.