

## **QUESTION TAKEN ON NOTICE**

**SUPPLEMENTARY BUDGET ESTIMATES HEARINGS: 15 October 2012**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(SE12/0601B) PROGRAM – 4.3: Offshore Asylum Seeker Management**

Senator Cash (written) asked:

The report notes "the department has undertaken a review of the quality, accuracy and timeliness of incident reporting and post incident reviews, in relation to Serco's contractual obligations" (pg. 4). What were the findings of this review? When was it undertaken - by whom and during what timeframe?

*Answer:*

During May 2012, the department conducted a review of incident management and reporting within immigration detention facilities. The review focused on the quality, timeliness and accuracy of incident reporting and post-incident reviews to ensure the detention service provider is fulfilling its reporting obligations under the detention services contract.

The reviewers assessed a sample of incident reports at four large scale immigration detention centres for compliance with contractual obligations and quality assurance measures. The results indicated the need for more consistent record-keeping, clearer processes, and a focus on timeliness for incident reporting.

The department has subsequently worked with the detention service provider to ensure there is a nationally consistent approach to incident reporting and post-incident review management.

The improvement process was implemented throughout the department's onshore detention network in September 2012.