

The incident described below demonstrates the inefficiency and poor management of the private contractor (ACM) and lack of oversight by DIMIA.

In 2003, my wife (Irene) and I visited the detention centre at Port Hedland, having driven there from the Mid North Coast of NSW. Irene had arranged to buy some art materials in Perth and had funds to buy a table tennis table to be given to the detainees in Port Hedland.

When we arrived at Port Hedland we met with the ACM Manager and the Recreation officer on the Wednesday and got their agreement that we could hand over all the paints, brushes, boards, etc. to the detainees in the presence of the Recreation Officer on the Friday.

When we arrived on the Friday none of the staff on duty knew anything about the arrangement and the Recreation Officer was not on duty, having changed her shift because of something that happened on the Thursday.

We could not get any assurance that the materials would be given to the detainees and we took them away and handed them over to a local church organisation to pass them on when they were allowed.

This incident shows that the management of the centre did not have a viable communication system to keep their staff informed of arrangements made only two days before, nor did they control the organisation of their employees who seemed to be able to change rosters without reference to management.

This is a small incident but I think indicative of the inefficient organisation provided by ACM and lack of oversight by DIMIA.

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