

**JOINT SELECT COMMITTEE ON AUSTRALIA'S  
IMMIGRATION DETENTION NETWORK**

**\*Q100\***

**Question:** Does Serco have an internal requirement that, where they are operating facilities where there are children, they have a policy that requires people to be trained in looking after children?

**Answer:** Serco employs Client Support Workers (CSWs) at facilities where there are children. CSWs are required to hold relevant certification III level qualifications in child welfare or community services.

Serco has developed a policy and procedure manual on 'working with minors' which details specific requirements for the care of minors.