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Monday, November 07, 2016

Dear Members of the Select Committee,

RE: Submission to the Senate Legal and Constitutional Affairs References Committee on the serious allegations of abuse, self-harm and neglect of asylum seekers in relation to the Nauru Regional Processing Centre, and any like allegations in relation to the Manus Regional Processing Centre

Wilson Security welcomes the opportunity to provide this submission to the Committee in relation to the Regional Processing Centres (RPCs) on Nauru and Manus Island. This submission seeks to assist the Committee in relation to the Terms of Reference from the perspective of Wilson Security as a service provider.

Offshore processing remains one of the most challenging, complex and sensitive areas of government policy. Wilson Security is focused on implementing bipartisan Government policy by providing security services in Nauru and Manus to the very best of our abilities. Our core focus is to support the wellbeing of asylum seekers and minimise harm.

Our employees work hard every day to ensure the welfare of asylum seekers, and to meet the obligations required of us by the governments of Nauru, Papua New Guinea and Australia. Wilson Security's presence in the centres plays a major role in keeping the centres safe and secure for asylum seekers, and strongly mitigates the risk of abuse or self-harm posed in the offshore processing environment.

As noted by the Moss Review, the great majority of service provider staff are professional and take pride in what they do. Wilson Security continuously seeks to improve the quality of our support to the Commonwealth.

We look forward to this Inquiry examining the demonstrable facts regarding the Regional Processing Centres, as well as testing the unfounded and previously unchallenged allegations that have been made about the Centres. We also look forward to any recommendations the Inquiry may make into how the root causes of these serious issues may be addressed into the future.

Wilson Security has previously assisted the Senate in a transparent and factual manner and to the best of our ability. We will continue to provide this assistance to the Committee throughout the course of this Inquiry.

Yours faithfully,

John Rogers
Chief Executive Officer, Security

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1. Wilson Security

- (a) Wilson Security has been providing security services throughout Australia for over 15 years, and in the past four years has expanded to provide services in New Zealand, Nauru and Papua New Guinea. Our company works in a dynamic and challenging industry where every day can be different.
- (b) We employ in excess of 8000 security, medical and emergency response professionals across Australia, New Zealand, Nauru and Papua New Guinea.
- (c) Our guards and officers are recruited and trained against a range of core competencies. Each undergoes a comprehensive selection process, which may include police checks, literacy and numeracy testing, reference checking, suitability profiling and probity clearance.
- (d) Wilson Security's service offering has expanded beyond guarding services (including access control, gatehouse operations, asset protection, screening, loss prevention and control room operations) to now include Mobile Patrol and Alarm Response, Secure Logistics and Emergency and Medical Services.
- (e) Wilson Security began providing security services to the Nauru Regional Processing Centre (RPC) as a subcontractor to Transfield Services (now Broadspectrum) in 2012.
- (f) Wilson Security began providing security services to the Manus Island RPC as a subcontractor to Transfield Services in 2014.



2. Operational History

2.1 Nauru RPC

- (a) Wilson Security began providing security services to the Nauru RPC as a subcontractor to Broadspectrum in September 2012. Approximately 35 staff commenced the services, under what can be described as Spartan conditions on handover from the Australian Defence Force.
- (b) The RPC in Nauru was established under arrangements set out in a Memorandum of Understanding (MoU) between the Government of Nauru and the Australian Government.
- (c) The Centre is administered by the representatives of the Government of Nauru, who act as Operations Managers. They are supported by representatives from the Department of Immigration and Border Protection (the Department) who engage Service Providers to provide garrison, welfare and health services to assist in the provision of the care of asylum seekers and refugees residing in the Centre.
- (d) Service Providers within the Centre on Nauru are engaged to provide a range of services including security services, property management, emergency management, asset management, cleaning services, environmental management services, catering, logistics, transport and providing access to communications equipment.
- (e) As at the date of this submission, Wilson Security directly employs 246 expatriate safety and security personnel (189 male and 57 female) and work collaboratively with three local security service providers, which employ 566 local safety and security personnel (388 male and 178 female).

2.2 Manus RPC

- (a) Wilson Security began providing security services to the Manus RPC as a subcontractor to Broadspectrum in February 2014.
- (b) The RPC on Manus Island was established under arrangements set out in a MoU between the Government of Papua New Guinea and the Australian Government.
- (c) The Centre is administered by the representatives of the Government of Papua New Guinea, via the Immigration & Citizenship Service Authority (PNGICSA). They are supported by representatives from the Department who engage Service Providers to provide garrison, welfare and health services to assist in the provision of the care of asylum seekers residing in the Centre.
- (d) Services provided throughout the Centre on Manus Island include the provision of security services, property management, emergency management, fire response, asset management, cleaning services, environmental management services, catering, logistics, transport and providing access to communications equipment. These services and the methods of delivering them have evolved over our tenure as the subcontractor.
- (e) As at the date of this submission, Wilson Security directly employs 283 expatriate safety and security personnel (268 male and 15 female) and, through sub contract arrangements with three Local Security Service Providers, indirectly engage 569 local safety and security personnel (470 male and 99 female).



2.3 Our Staff

- (a) Working conditions for the staff at both Centres are physically and mentally demanding. Staff selection, training and support all aid in relieving this demand to a certain extent. However, Wilson Security also wishes to acknowledge and recognise the way in which our teams have come together and supported each other to build a strong and resilient culture at both Centres. We believe their professionalism and dedication to the service they provide is to be commended.
- (b) Our people are carefully selected to suit the job requirements. They are trained and developed according to their roles. Staff are supervised and supported 24/7 and are assisted by superior systems and technology. At all times they are guided by safe, effective and efficient operating procedures.

2.4 Training

- (a) We recognise that training influences culture and can have a positive effect on the behaviour and conduct of staff. As a result we invest in training our staff and the local subcontractors to build strong cultural diversity and sensitivity.
- (b) The purpose of the training we provide is to ensure all our staff and subcontractors have the skills and knowledge to operate in the complex and challenging environment. We also ensure that staff have a common understanding of the standards and behaviour we expect; and a strong sense of our purpose and values. The induction program includes the following modules:
 - (i) Human rights standards
 - (ii) Duty of care
 - (iii) Self-harm and suicide awareness
 - (iv) Mental health awareness
 - (v) Psychological support program
 - (vi) Cultural awareness of asylum seeker cohorts
 - (vii) Behaviour management
 - (viii) Working with children
 - (ix) Security in the centre
 - (x) Presence and safety checks
 - (xi) Searching and screening
 - (xii) Logbooks, registers and notebooks
 - (xiii) Key control
 - (xiv) Fire awareness
 - (xv) Radio communication
 - (xvi) Arrivals and departures
 - (xvii) Planning and conducting escorts



- (xviii) Working with interpreters
 - (xix) Local legislation
 - (xx) Situation awareness
 - (xxi) Tactical communication
 - (xxii) Incident management
 - (xxiii) Crime scene and investigations
 - (xxiv) Report writing
 - (xxv) Intelligence collection
 - (xxvi) Risk management
 - (xxvii) Operational safety
 - (xxviii) Crisis response
 - (xxix) First aid.
- (c) We continue to deliver on-going refresher training that includes on-the-job coaching by experienced staff, participation in formal training programs, and externally facilitated training programs. SSOs complete all required refresher training every 12 months. All trainers have a current Certificate IV in Workplace Training and Assessment qualification.
- (d) Trainers complete competency assessments on all training to gauge the effectiveness of training activities and to determine further training requirements. Where relevant, training is conducted in accordance with Australian standards.

2.5 Moss Review

- (a) Wilson Security has implemented all relevant recommendations of the Moss Review. We were supportive of the Review from the outset, and assisted throughout the process to ensure that accurate information was provided.
- (b) Central to the findings of the Moss Review was the need to for all stakeholders to work more closely and collaboratively in the delivery of services and the management of the Centres. Wilson Security has supported this approach and has worked with all stakeholders to improve information sharing and the management of information.

2.6 Senate Inquiries

- (a) Wilson Security has been fully cooperative throughout the previous inquiries. Wilson Security was involved throughout the entirety of the previous Senate Inquiry, including making a Submission, responding to the Committee questions, appearing before the Committee and responding to Questions on Notice. In addition to this, Wilson Security ensured that the Committee was informed of any relevant developments throughout the course of the Inquiry.
- (b) The Inquiry provided a further opportunity to review practices at the RPCs. We are committed to working with this Committee to identify opportunities for improvement and will continue to assess processes and outcomes regularly.

2.7 Internal improvements

- (a) Wilson Security is committed to identifying opportunities for improvement to process, procedures, and policy. As such we have reviewed our code of conduct to strengthen existing guidelines that govern acceptable behaviour.
- (b) We have expanded our professional development program for staff with regards to safeguarding children and sexual harassment. We have also engaged an independent company to conduct quality reviews of investigations involving alleged staff misconduct.
- (c) Training and quality reviews remain ongoing activities for Wilson Security in the interest of continuous improvement.
- (d) We take our responsibility of providing a safe and secure environment for asylum seekers and refugees seriously. We are committed to working collaboratively with other service providers, the Department of Immigration and Border Protection and the Governments of Nauru and Papua New Guinea to build robust frameworks. We remain open to further opportunities to improve our systems and processes.
- (e) Wilson Security also undertakes a process of review of all operational documentation and the associated processes and procedures. Senior managers at the RPCs and contract managers in Brisbane ensure that all operational documentation reflect the needs of the Centres and the tasks we are engaged to perform.
- (f) We recognise that the environments within Nauru and Manus are continually developing. Therefore, we internally update our procedures to ensure that they are appropriate for the current environment. Processes and procedures as well as the operational documentation are reviewed and where appropriate, and within the terms of our contract, are amended and adjusted to ensure the best possible outcomes for the management of the Centres.
- (g) One recent development which highlights the way Wilson Security improved internally was recognising the need to adjust operational documentation as well as the procedures and processes around the Nauru and Manus Island RPCs when the Centres were adjusted to “open centres.” This was to ensure that all documentation matched the actual requirements of services and the scope of works. This change in status necessitated an adjustment in our approach to the conduct of services at the Centres.



3. Term of Reference 1(a)

3.1 Service Delivery Intention

- (a) Our approach in delivering services on Manus Island and Nauru has always been predicated on providing a safe and secure environment for all. Our presence significantly reduces the likelihood of self-harm and abuse events, as well as events which may impact on the safe and calm operation of the Centres, by applying our professional and structured approach to providing security services.
- (b) Key activities that promote the welfare of those in the centres includes, but is not limited to:
 - (i) Fostering regular interpersonal interaction with those living in the Centres;
 - (ii) Adopting an open and caring approach to those who are living in the Centres;
 - (iii) Attempting to pro-actively manage and where possible directly intervene to “head-off” potential incidents of self-harm and/or abuse;
 - (iv) Open communication with service providers on the islands;
 - (v) Regular review of activity inside the Centres;
 - (vi) Review of information and intelligence gathered and shared by all service providers; and
 - (vii) Applying the traditional security functions of ‘observing’ and ‘reporting’ in clear ways to the management on site.
- (c) We ameliorate the impact self-harm and abuse incidents as well as other disruptive and potentially dangerous incidents through, but not limited to:
 - (i) Our involvement in Welfare Watches in collaboration with medical care service providers;
 - (ii) Providing a calm, stable response to incidents that restores order to the Centres;
 - (iii) Monitoring the impact that all major and critical incidents have on the entire Centre, and where necessary adjusting our service delivery to maintain peace and stability in the Centres; and
 - (iv) Participating in major event debriefing with other service providers to explore how services are delivered and what may be learned for future service provision.

3.2 Policies and Procedures

- (a) Wilson Security has robust policies, procedures and processes that support our operations in Nauru and Manus. The purpose of these are to provide clear and strict guidelines for the conduct of both expatriate and local staff. This is designed to ensure all staff and contractors understand what is expected of them in relation to their conduct, and to provide a framework for dealing with events as they occur.
- (b) In previous submissions to the Senate, Wilson Security has outlined an extensive set of policies and procedures, including:
 - (i) Safety and Security Management Plan;



- (ii) Behaviour Management Plan;
- (iii) Incident Response Plan;
- (iv) Emergency Management Plan
- (v) Workplace Health and Safety Plan
- (vi) Wilson Security Integrated Management System
- (vii) Wilson Security workplace Health and Safety Policy
- (viii) Wilson Security Quality Policy
- (ix) Wilson Security Environmental Policy
- (x) Wilson Security Code of Conduct
- (xi) Wilson Security Drug and Alcohol Policy
- (xii) Wilson Security Fatigue Policy
- (xiii) Wilson Security Fitness for Work Policy
- (xiv) Wilson Security Grievance Policy
- (xv) Wilson Security Managing Diversity Policy
- (xvi) Wilson Security Vehicle Safety Policy
- (xvii) Wilson Security Document and Records Management
- (xviii) Wilson Security Group ICT Acceptable Use Policy
- (xix) Wilson Security Group ICT Information Security Management Policy
- (xx) Wilson Group ICT Social Media Policy
- (xxi) Wilson Group ICT Data Breach Response Policy
- (xxii) Wilson Group Whistleblower Policy
- (xxiii) Wilson Group Compliance Policy



4. Term of Reference 1(b)

4.1 Management of Incidents

- (a) We always strive to achieve the best possible outcome regarding the management of incidents, in cooperation with other service providers. We work closely with Broadspectrum, IHMS, the Department and the Governments of Nauru and Papua New Guinea to ensure continuous improvement in conditions, to promote the well-being of asylum seekers.
- (b) Unfortunately, from time to time, incidents do occur. We act swiftly and decisively on the available facts, and take appropriate action to safeguard those at risk.
- (c) The Wilson Security Investigation Unit may be notified of allegations involving (although not limited to) abuse and self-harm via one, or a combination of the following channels:
 - (i) Incident reporting process,
 - (ii) Complaints process, or
 - (iii) Directly through the Service Provider Management onsite.
- (d) On receipt of an allegation, the matter is electronically recorded and allocated to an Investigating Officer. The Investigating Officer will develop and adhere to a plan which includes:
 - (i) Identifying the purpose or scope to the investigation, including specific requirements (management/client/etc)
 - (ii) Identifying key information such as time, date, location, etc
 - (iii) Identifying all persons involved in the matter, including alleged victim(s), witness(es), etc
 - (iv) Identifying and locating all relevant documentation pertaining to the matter
 - (v) Identifying key policy and procedure documents which are relevant to the scope of the investigation
 - (vi) Identifying, locating and processing any physical evidentiary items (exhibits, etc)
 - (vii) Identifying any special requirements/barriers to investigation (language, cultural, etc)
 - (viii) Identifying methods of overcoming identified barriers
 - (ix) Obtaining testimony (where applicable) from identified person(s)
 - (x) Liaising with other business units (Behaviour Management, Engagement & Analysis Unit)
 - (xi) Liaising with key Service Provider contacts within the RPC network
 - (xii) Maintaining a log of actions
 - (xiii) Maintaining continual updates to chain of command



- (xiv) Assessing all evidentiary material and make factual findings based on that material
 - (xv) Providing a succinct factual report which details the situation, methodology, findings and conclusion based on the evidence available
 - (xvi) Referring the matter to the applicable business unit and/or relevant authority via Broadspectrum
 - (xvii) Electronically storing all material related to the matter within the approved platform
- (e) All Investigating Officers are suitably trained to undertake investigations in accordance with the RPC Guidelines, Standard Operating Procedures and applicable site based policy.
- (f) The classification of incidents, their severity and the reporting requirements and timeframes are detailed within the Incident Reporting Procedure, which is contained within the Incident Reporting Guidelines, published by the Department. Wilson Security's adherence to these guidelines is monitored as part of the Performance Management Framework. When an incident report is assessed as a Major or Critical incident, a formal Post Incident Review is completed by management to identify the cause and contributing factors of the incident as well as identifying any lessons learnt from our response. All post incident reviews are reportable and monitored by the Department.
- (g) It is important to note the difference between information reports and incident reports. When an event does not meet the incident classification criteria set by the Department, Wilson Security maintains a record of this event as an 'Information Report'. Information Reports are not subject to performance measures and are not required to be reported to the Department. Information Reports often contain information that cannot be verified or substantiated and are therefore omitted from statistical reporting.
- (h) Incident Reporting is subject to a robust governance framework. All Major and Critical Incident Reports are discussed at daily operations meetings chaired by the Department. Incident Reports are discussed by all stakeholders and agreed if an Incident Report should remain unchanged, re-categorised or its severity downgraded/upgraded in accordance with the reporting guidelines. Through Wilson Security's Incident notification process, we also offer the ability for all stakeholders, including the Department, to provide written feedback on an incident at the time it is reported.
- (i) Wilson Security takes allegations of staff misconduct very seriously, and is committed to ensuring that there is a fair, equitable and timely resolution of any allegation. Where an allegation of inappropriate behaviour or conduct by a staff member is substantiated, the matter is referred to our Human Resources management to ensure that the matter is dealt in accordance with our disciplinary procedures ensuring procedural fairness. All complaints involving allegations about a service provider are also monitored by the Department to ensure action taken by the stakeholder against staff involved is commensurate to the allegation. The majority of allegations of inappropriate behaviour reported by refugees, asylum seekers, or the staff of service providers are found to be unsubstantiated and not requiring further action. This is consistent with the form of investigation that takes place throughout Australia, recognising the important role of the rule of law and procedural fairness.



- (j) Reporting by various media outlets of leaked information reports and incident reports have in some cases reported unsubstantiated or unproven allegations as fact, and have made generalisations based on the quantum of reports, the majority of which are unsubstantiated. This broad characterisation has served to provide a misleading impression of the materials reported and discussed.
- (k) We further note evidence provided to the Senate Legal and Constitutional Affairs Legislation Committee in Senate Estimates on the 17th of October 2016 by the Secretary of the Department and the Australian Border Force Assistant Commissioner Woodford-Smith in explaining the type and quantum of the reports contained in the leaked documents. In response to questioning, the Assistant Commissioner provided an explanation of the volume of documents and the type of incidents noting the overwhelming majority of these as “minor” incidents. The Assistant Commissioner additionally provided a series of examples of what may constitute such incident reports.
- (l) The clear majority of Wilson Security staff have performed exceptionally in complex and demanding conditions. All claims, with or without supporting evidence, are taken extremely seriously, and are immediately investigated to attempt to determine the full facts and ensure the appropriate outcome when considering the safety and security of those in our care. Wilson Security does not tolerate individuals who are found to be unable to uphold our demanding standards of conduct. We are ruthless in removing such individuals from our organisation, should they fall below these standards.

4.2 Incident Handling

- (a) Where assaults or acts of physical violence have occurred, Wilson Security staff have been instrumental in ensuring that incidents are reported and that investigations have taken place. Our staff have also been responsible for ensuring that situations are de-escalated and the safety of the Centres is restored.
- (b) In cases where the violence or assault is of a sexual nature, Wilson Security also seeks to assist and intervene. This intervention may be in the of form stopping an event taking place, or communicating the details to relevant service providers to ensure that appropriate follow up by stakeholders occurs.
- (c) When these incidents do occur, it may result in the need for increased supervision of individuals or the monitoring of situations by the security team members. In these instances, Wilson Security can provide a Welfare Watch or Support Monitor Engage Watch.
- (d) Welfare Watch is a direct response to reduce risk and ensure the safety of the asylum seeker in the immediate future, until the situation can be appropriately assessed by the Medical Service Provider.
- (e) SME Watch is similar to a Welfare Watch and is the terminology used by the Mental Health team once they have assessed the individual and deemed that further support is required.
- (f) The SME Watch protocols and special conditions are directed by the Medical Service Provider on a case by case basis. These are agreed upon at the daily SME meetings (previously referred to Psychological Support Program (PSP) meetings).
- (g) Key mechanisms of the SME include appropriate communication and documentation by all Service Providers so that any individual of concern is referred to the Medical



Service Provider, who will assess their level of risk, and, if required, advise all relevant stakeholders.

- (h) The Wilson Security Behavioural Management Specialist may be required to attend any SME Meetings regarding the respective RPCs.



5. Term of Reference 1(c)

5.1 Our Obligations

- (a) The contract between Broadspectrum and Wilson Security sets out the obligations and minimum requirements for recruitment, training, behavioural standards, performance management, reporting, service delivery and compliance.
- (b) Wilson Security has a dedicated contract management team, based in Brisbane, who support the operational teams in the Centres to ensure we deliver in accordance with our contractual obligations. The contract team monitors and audits our level of compliance and implement continual improvement initiatives.
- (c) As the subcontractor for the provision of security services at both the Nauru and Manus RPCs, Wilson Security is required to provide trained security personnel 24 hours a day, managing a range of functions, including:
 - (i) Access control procedures
 - (ii) Security and welfare checks
 - (iii) Perimeter security
 - (iv) Identification cards
 - (v) Incident management
 - (vi) Information Analysis and Reporting
 - (vii) Conducting safety and security exercises
 - (viii) Managing instances where asylum seekers are engaged in antisocial behaviour
 - (ix) Investigations
 - (x) Developing a site risk assessment
 - (xi) Communicating safety and security information
 - (xii) Maintaining an operations log
 - (xiii) Property management
- (d) Wilson Security has implemented policies and procedures within the contracted scope of services that are aligned to and comply with local and Australian legislation and are in accordance with the Regional Processing Centre Guidelines.
- (e) Wilson Security has also always considered and reviewed operational policies and procedures following the release of external reviews and reports from NGOs. Namely:
 - (i) The Australian Human Rights Commission's National Inquiry into children in detention "The Forgotten Children"
 - (ii) "This is Breaking People" report into Manus Island in 2013.
- (f) We are mindful of our obligations under our Agreement and act in accordance with the Australian Human Rights Commission Human Rights Standards for Immigration Detention 2013 that;



All interaction and engagement with asylum seekers is expected to be conducted in a manner which preserves each respective individual's human rights, dignity and wellbeing, and is sensitive to the cultural, religious and individual needs of each respective asylum seeker. All Officers must treat each respective individual equitably and fairly.

- (g) Our obligations in respect of human rights and the treatment of asylum seekers are demonstrated in the "Asylum Seeker Engagement and Interaction Standard Operating Procedure" which clearly outlines the expected treatment of asylum seekers by Wilson Security Personnel.

5.2 Capacity Building

- (a) Wilson Security is committed to fulfilling our obligations relating to the treatment of asylum seekers, including the provision of support, capability and capacity building to local authorities.
- (b) The work that Wilson Security does with local authorities and their communities is an important aspect of the operation of the Centres. We provide ongoing training to locally engaged staff on both Nauru and on Manus Island, which has strengthened the skill set of local workers.
- (c) Security training provides longer term benefits to local staff, including building their skills in effective communication, conflict management and problem solving.
- (d) In terms of capacity building with local authorities on Nauru, Wilson Security has been involved in a number of activities, including but not limited to:
 - (i) Training to Australian Qualification Certificate II for 400+ Local Nauruan security staff resulting in the presentation of these certificates by the President of Nauru;
 - (ii) Critical Incident Training sessions with corrections staff from Nauru Department of Corrections;
 - (iii) Cultural Awareness Training for Nauruan correctional Officers to support three asylum seekers who were remanded to Nauruan custody. This cultural awareness training had the long term effect of aiding with the understanding of asylum seekers once refugees were moved into local community;
 - (iv) Sponsorship in support of the Centre for the Disabled in Nauru including the provision of wheelchairs, crutches and Braille books. The intention of this support was to build the capacity of disability services on Nauru;
 - (v) A cinema kit purchased in support of the "Blue Light Cinema" run by the Nauruan Police Force. This cinema is used to build connections with local youth on Nauru with the intention of reducing juvenile crime;
 - (vi) Support to the Nauru Lifesaving Association for the provision of essential logistics and focus on continual improvement of the service. This service is critical to the safety and wellbeing of the community. This is increasingly important as more refugees with limited swimming and water safety skills join the Nauruan community;
 - (vii) Science equipment for the purpose built laboratory at Nauru College. This initiative has aided access to science equipment and education for students in



Nauru College and Nauruan Primary Schools providing a strengthened education system for those refugees who are settled on Nauru;

- (viii) Literacy Support Program for adult Nauruans. The intention of this initiative is to improve literacy levels among local communities; and
 - (ix) The provision of sewing machines, overlockers and haberdashery for the Home Economics department of the Nauru College.
- (e) In terms of capacity building with local authorities on Papua New Guinea these have included but are not limited to:
- (i) Training to Australian Qualification Certificate II for 400+ Local National security staff
 - (ii) Advanced skills training with local staff to assist in preparing them for re-integration post demobilisation;
 - (iii) Provision of equipment and training to the Royal Papua New Guinean Police Service to aid in the delivery of local Policing
 - (iv) Support to local tourism suppliers and an encouragement to staff to make use of the services during their fatigue days;
 - (v) Sponsorship of fishing equipment for the villages on Los Negros Island with the intention of helping families in their day to day subsistence;
 - (vi) The provision of a boxing ring to the Manus Boxing Association to support the promotion of boxing in Manus;
 - (vii) The procurement of office items, equipment and bedding materials for the Lorengau Women's Shelter;
 - (viii) The running of the "Wilson Security Drop Box Career Service" to assist locally engaged staff with the development of curricula vitae and cover letters for applications for employment;
 - (ix) Procurement of sporting equipment for Manus Sports Office; and
 - (x) Liaising with Lorengau organisations regarding the hosting of refugees for work experience.



6. Conclusion

Wilson Security is engaged by Broadspectrum at the Manus and Nauru Regional Processing Centres for the delivery of security services. We are committed to providing a service that supports the wellbeing of asylum seekers and refugees, whilst minimising harm. Our work is supported by a set of robust policies, procedures and processes, which ensure that we work to continually reduce the number, type and severity of incidents.

We take any allegation of harm to an asylum seeker extremely seriously. Should an employee be found to have contravened our strict Code of Conduct, we do not hesitate in taking disciplinary action. The safety and welfare of asylum seekers is the main objective of Wilson Security, as individuals and as a company.

As acknowledged by the Moss Review, the great majority of our employees are security professionals who effectively provide for the care and control of asylum seekers at the Centre.

Our employees work extremely hard in very challenging circumstances to ensure that we promote the safety and security of asylum seekers, service providers and staff at all times. We believe the service we provide is of the highest standard.

There are many and varied examples of Wilson staff contributing in a positive way to the daily lives of the residents in our care, and a visit of either site would demonstrate the nature and strength of the relationships between Wilson Security staff and asylum seekers, that underpins our performance in this contract.

We look forward to any recommendations of this Inquiry that will assist us in improving the services provided at the Centre. Thank you for the opportunity to make this submission.