

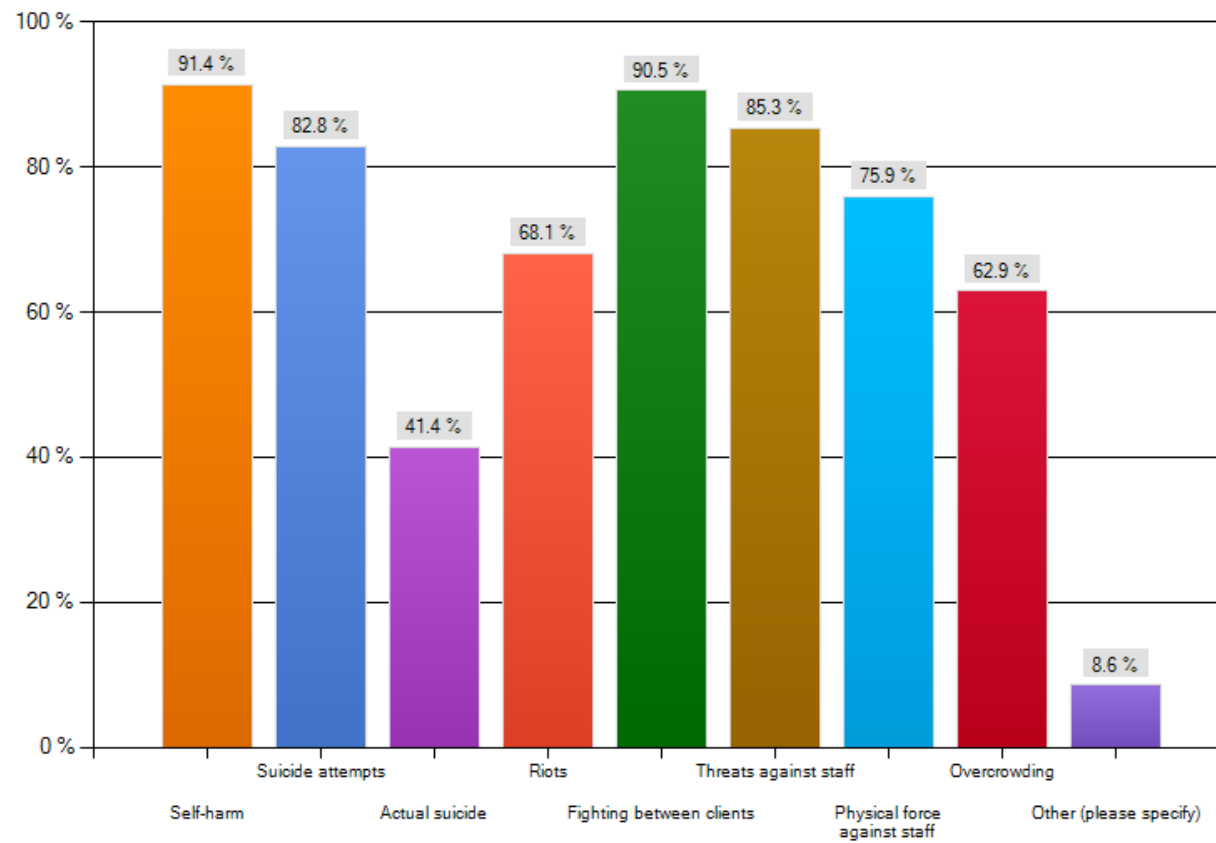
**UNITED VOICE**

**RESULTS OF SURVEY OF IMMIGRATION DETENTION OFFICERS**



## CRITICAL INCIDENTS INVOLVING DETAINEES

Have you or your colleagues dealt with any of the following incidents amongst clients?  
Please tick all that apply.



Further comments from members included the following:

*“A client will usually let us know of a self harm incident. these days, they cut real deep and good, there is blood everywhere and they will not stop, so it is too unsafe to try and stop it. Their friends all hold you back so that you can't even if you wanted to. When it's done, the friends won't let you help the injured person and are so aggressive that medical will not even attend now.”*

*“We had a client give us 5 days warning he was going to hurt a staff member. Gave us that warning every day, counting down. Multiple, (shitloads) of security reports were submitted about his threats for 4 and a half days. Senior management knew of all these reports. On the 5th day, as promised, he seriously injured a CSO. He needs reconstructive surgery and has been off work for months. He was told he could get 4 days off for it that would be taken out of his annual leave. No management have ever done any follow up with him, not since the actual wound was inflicted. It's like an expected part of the job to cop that. Another client has been threatening to rape an officer and has exposed himself. He has been on obs and female officers are expected to do obs on him when he says he's going to rape someone....and that officer can't be teamed up due to the staffing levels.”*

*“There has been an increase in the number of volatile events brought on by processing delays by DIAC...”*

When asked, 67% of members who witnessed on one of these incidents said they felt that Serco management did not adequately respond to incidents of this nature.

*“Serco management are reactive not proactive”*

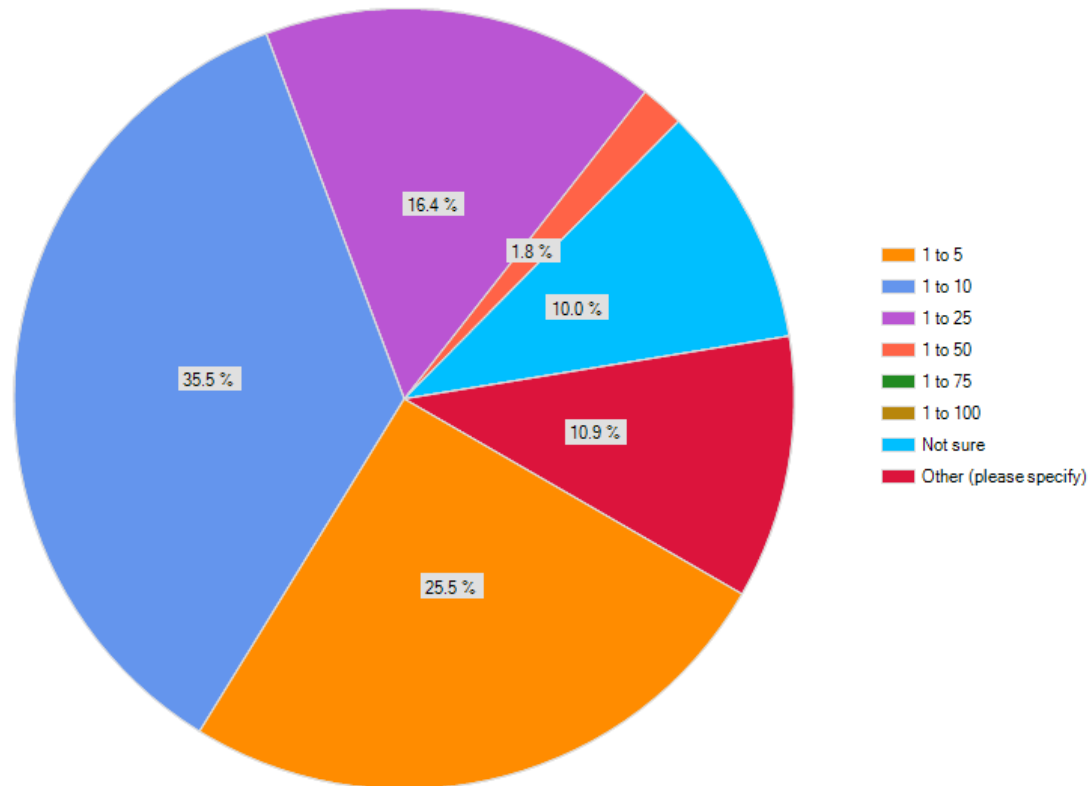
*“Do not provide adequate staff...”*

73% of survey Respondents felt like they were being encouraged to keep quiet about incidents that happen in detention centres and 81% said that long detention periods for asylum seekers had an impact on the overall safety and wellbeing of the detention centre population and the staff that look after them.

## STAFFING

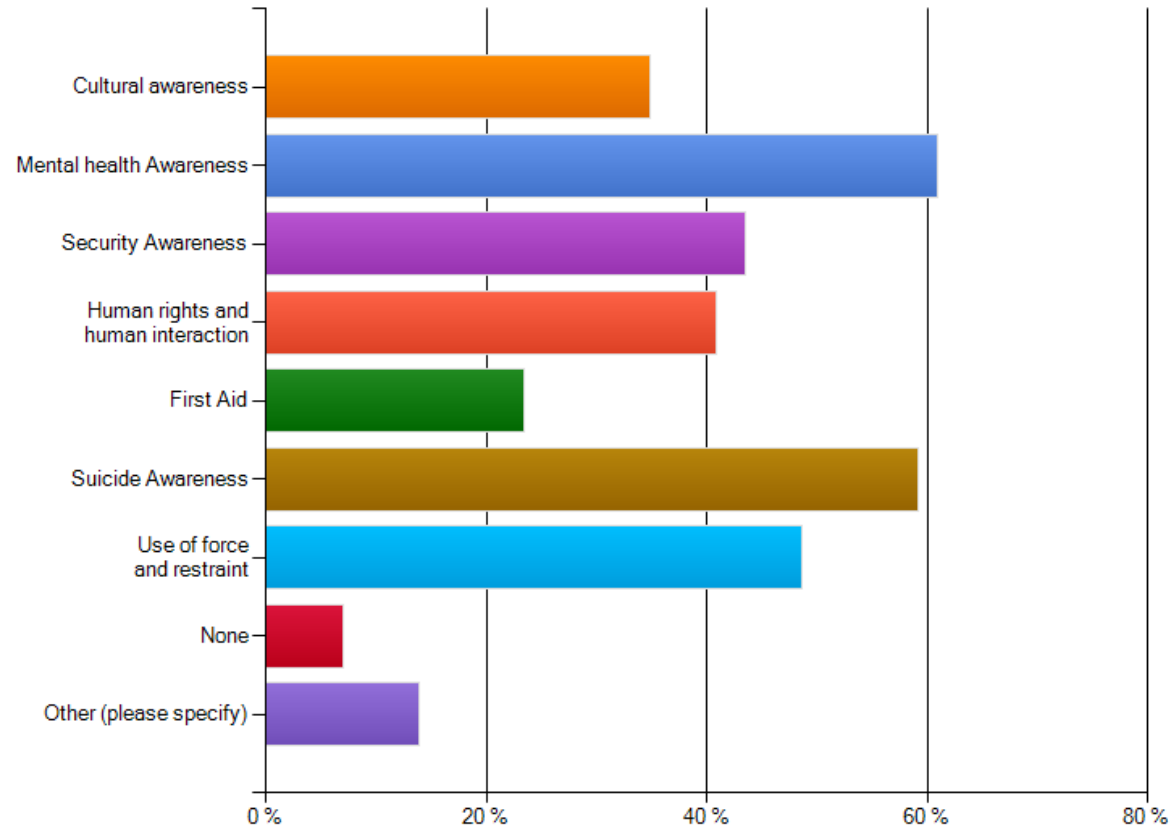
72% said that their centre was under-staffed (15% said it was not under-staffed and 13% were unsure) and 93% thought there should be enforceable minimum ratios for immigration detention centres.

What would be an adequate staff-to-client ratio for your centre?



# TRAINING

What training would you like more of?



Some more detailed responses were:

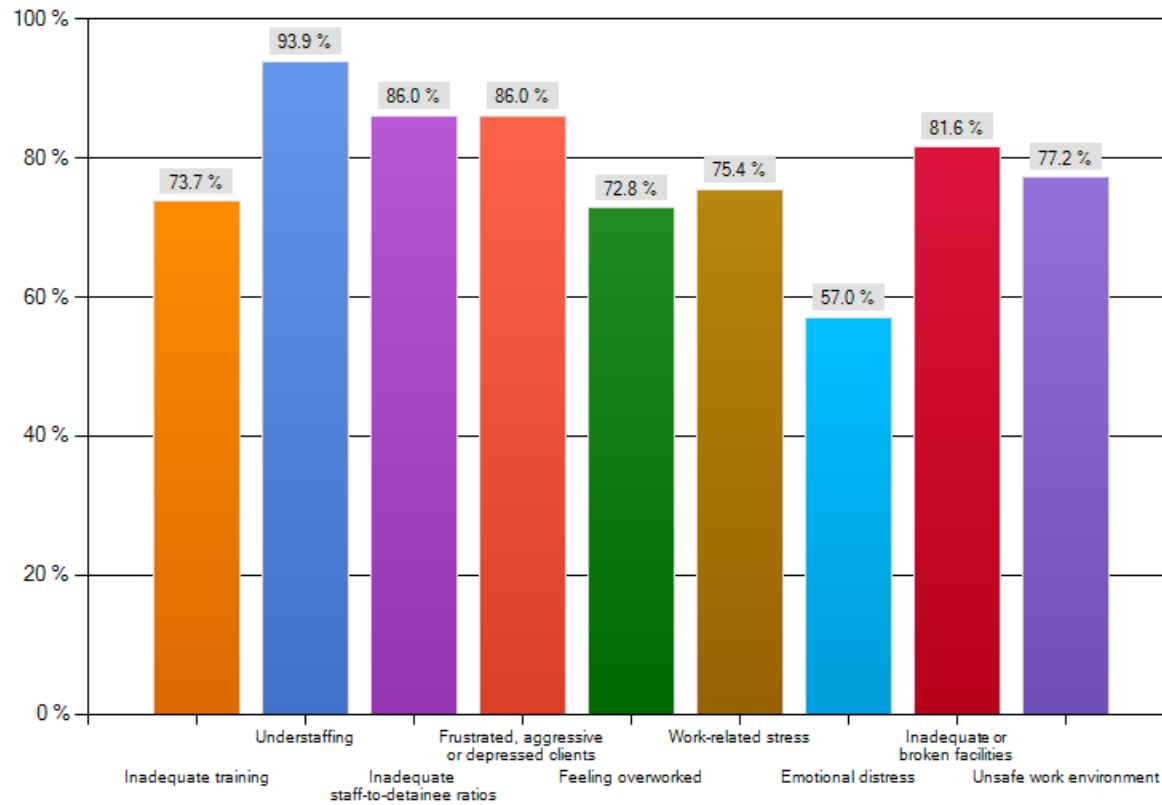
*“Cultural training did not address cultures relevant to detention that would assist our work i.e. Persian, Iraqi, Sri Lankan, Afghani. Practical issues such as men not entering houses, and general male-female interactions were not covered. Mental health training was also very poor and reflected that the trainer did not have competence in this area, and also numerous inappropriate comments were made throughout the training by the trainer i.e. people 'slash up' for attention, constant use of the term 'slash up' instead of self harm. A professional experience in trauma and mental illness needs to provide this training, not ex corrective services staff who have worked with a majority of forensic clients not general population.”*

*“Training on all topics was very brief and for the vast majority was not practical to the immigration detention environment.”*

*“Training is reactive and has only started once the government enquiry began a few months ago.”*

## WORKING IN IMMIGRATION DETENTION

Which of these issues have you or your colleagues faced at work? Please tick all that apply.



92% of Respondents had experienced problems with their payroll and approximately half experienced a problem regularly (between 5 and 10 times per year) and almost one in five had a payroll problem every time they got paid.

Two thirds of Respondents had suffered workplace bullying and harassment and 80% of the time this was by Serco management.

When asked how did Serco management dealt with the bullying and harassment issue typical responses were:

*“Nothing - would not reply to my emails. I'm too scared to push my point as I'm casual and can't afford to lose my job.”*

*“Swept under the carpet as per usual, if you are not part of the boys club you don't matter.”*

*“I attempted to take the complaint to TWO HR managers, both refused to listen to the complaint. One hung up on me and told me that she was "too busy to deal with my problems".”*

*“It is still subject to investigation and the process has been transparent thus far. So far the Operations Manager has been very professional and has given me regular updates. I am satisfied with the potential outcomes and have faith in this particular manager. I sincerely hope it is not misplaced.”*