

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

Q88

Question: Does Serco have any of their own internal benchmarks around staff-to-detainee ratios in their centres and how are they performing against those?

Answer: Serco advises that it does have internal staffing models in place.

Serco's advice is that its staffing models take into consideration a wide range of factors, in addition to detainee numbers. These include the detainee demographics, and risk profile of individual detainees. Environmental considerations include the available infrastructure, security systems, and the proximity of the centre to support services. Other factors include the requirements for detainee transport, and provision of programs & activities.

For the most part, Serco is performing within acceptable levels according to its internal modelling. There are, however, ongoing challenges associated with recruiting and retaining staff in remote locations.