

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0413) PROGRAM – 4.3: Offshore Asylum Seeker Management

Senator Cash (Written) asked:

The Hawke Williams report notes “the department has undertaken a review of the quality, accuracy and timeliness of incident reporting and post-incident reviews, in relation to Serco’s contractual obligations” (pg. 4). What were the findings of this review? When was it undertaken – by whom and during what timeframe?

Answer:

During May 2012, the department conducted a review of incident management and reporting within immigration detention facilities.

The review focused on the quality, timeliness and accuracy of incident reporting and post-incident reviews to ensure the detention service provider is fulfilling its reporting obligations under the detention services contract.

The reviewers assessed a sample of incident reports at four large scale immigration detention centres for compliance with contractual obligations and quality assurance measures.

The results indicated the need for more consistent record-keeping, clearer processes, and a focus on timeliness for incident reporting.

In July 2012, the department identified an improvement process to redress the identified deficiencies in incident reporting, post-incident review management and record keeping. The improvement process was implemented throughout the department’s onshore detention network in September 2012.