

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES - 25 FEBRUARY 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(AE14/297) PROGRAMME – 4.3: Offshore Asylum Seeker Management

Senator Carr (Written) asked:

Is there a reporting structure in place for G4S staff that allows for asylum seeker demands and requests to be forwarded to the department?

If so, what are the details of this reporting structure?

Were asylum seekers' demands prior to the outbreak of violence passed onto the department?

Did the department advise G4S staff and managers on how to deal with these demands?

Answer:

The service providers at Offshore Processing Centres are responsible for the management of transferee requests and complaints. There is an established process for dealing with requests whereby requests or complaints are allocated to the appropriate representatives to respond to within defined timeframes.