

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARINGS: 23-24 MAY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE11/0341) Program 4.2: Onshore Detention Network

Program 4.3: Offshore Asylum Seeker Management

Senator Cash asked:

How many staff and /or contractors employed by Serco have been accused of inappropriate conduct and been subject to either internal or police investigation? How many have been found to be guilty

Answer:

General behaviour of Serco staff is governed by their Code of Conduct which is consistent with similar codes that apply within the Public Service. Inappropriate conduct may include, but is not limited to, bullying or harassment, providing an unsafe or an insecure environment and not providing equal opportunities in the workplace.

Serco is aware of 13 complaints of inappropriate conduct made against Serco employees where there was an actual or potential impact on clients, the provision of services to clients and Serco's obligations under the Contract. Serco is also aware of complaints of inappropriate conduct against Serco employees which were internal disciplinary matters with no potential impact on clients, the provision of services to clients and Serco's obligations under the Contract.