

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARINGS: 23-24 MAY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE11/0342)

Program 4.2: Onshore Detention Network

Program 4.3: Offshore Asylum Seeker Management

Senator Cash asked:

What has happened to the staff and /or contractors employed by Serco accused of inappropriate conduct and have been subject to either internal or police investigation?

Answer:

In relation to the 13 complaints in respect of which there was a potential impact on clients, the provision of services to clients and Serco's obligations under the Contract:

- All of the 13 complaints were the subject of internal investigations;
- Ultimately, 5 complaints were found to be substantiated and 8 were found to be unsubstantiated;
- Of the 5 complaints found to be substantiated, the employee was counselled in all 5 cases and none were dismissed.

Further details requested are a matter for Serco and its employees.