

## QUESTION TAKEN ON NOTICE

### BUDGET ESTIMATES HEARINGS: 24 MAY 2011

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(BE11/0372) Program 4.2: Onshore Detention Network**

Senator Cash asked:

What Codes are used in the detention services network? Please provide a list of each code and the procedures to be followed in each case when it is activated.

*Answer:*

Serco has adapted the international incident colour code and applies it consistently across the detention network. This code is used by Serco staff when requesting assistance as a means of quickly describing the incident and/or the type of assistance required. This code is not used to report the incident to the Department.

The colour codes used by Serco are:

RED	Fire
ORANGE	Evacuation
GREEN	Escape or security breach
PURPLE	Bomb threat
BLACK	Officer needs assistance
BLUE	Medical emergency
WHITE	Staff search immediate work area
YELLOW	Internal emergency
BROWN	External emergency
GREY	Major disturbance

The operational response when such codes are called will depend on the specific nature of the incident. Serco has developed operational response plans to deal with specific types of incidents, not for the type of code that is called.