

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARINGS: 24 MAY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE11/379) Program 4.2: Onshore Detention Network

Program 4.3: Offshore Asylum Seeker Management

Senator Cash asked:

What review process is in place to ensure accurate reporting of incidents in the correct category to prevent underreporting of incidents?

Answer:

The Department of Immigration and Citizenship ensures that Serco's performance is rigorously monitored at all its sites. The accurate reporting by Serco of incidents under categories required is monitored to ensure appropriate reporting of all incidents.

Serco is subject to monthly performance reviews and it is subject to abatement where it does not meet the standards set out in the contract. The abatement process is integral to the Department in achieving value for money in the performance of the detention services.

Under both Contracts, Serco must conduct a timely Post Incident review after each critical or major incident to identify any gaps and improvements in processes and or procedures.