

**QUESTION TAKEN ON NOTICE**

**BUDGET ESTIMATES HEARINGS: 24 MAY 2011**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(BE11/0581) Program 4.2: Onshore Detention Network**

**Program 4.3: Offshore Asylum Seeker Management**

Senator Hanson-Young (L&CA 22) asked:

How many times have the contract supervisors requested that Serco remove untrained staff?

*Answer:*

The Immigration Detention Centres Contract administrator has never requested Serco to remove untrained staff.

All new Serco staff must undertake mandatory "Initial Training Course" training before starting their duties. On starting work new staff are mentored by a qualified Serco officer for three to four weeks. The only exceptions are subcontractor staff who receive a limited initial training course. Subcontractor staff responsibilities are generally limited to static guarding duties and do not work with clients.