

## QUESTION TAKEN ON NOTICE

### SUPPLEMENTARY BUDGET ESTIMATES HEARING: 19 OCTOBER 2010

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(322) Program 4.2: Onshore Detention Network**

Senator Cash asked:

(1) In relation to the Darwin Immigration Detention Centre, has the department received incident reports from SERCO in relation to the riots, breakouts and other incidents which have occurred over the past 18 months?

(2) Has the department sanctioned SERCO in any way? If yes, in what way? Have these sanctions included monetary?

(3) Have any actions been taken to resolve compliance failures? What are they?

*Answer:*

(1) Serco commenced providing services at the Northern IDC on 11 November 2009. It has provided incident reports from that time in line with the incident management protocols embedded in the contract.

(2) The contract between Serco and the Department outlines a performance management framework which includes an abatement regime where the Department can impose monetary abatements (retrospectively) for deficient service delivery by Serco. Abatements have been applied in respect to deficient service delivery performance by Serco at Darwin IDC.

(3) Serco has significantly strengthened its management personnel and improved operational procedures and processes.

The Department also strengthened its management personnel at Darwin and has taken measures to strengthen physical security at the Northern IDC.