

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 15 October 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(SE12/0613) PROGRAM – 4.3: Offshore Asylum Seeker Management

Senator Cash (written) asked:

Annual Report - Community detention (pg. 223): 'In 11/12, an open market tender was conducted to procure UAM support services for 2012-13'. How much is this contract worth? What kind of support does it provide?

Answer:

The total value of the contract with MAXimus Solutions Australia is estimated at \$29 million for the period 17 July to 30 March 2014. This information is available on [AusTender](#).

Services provided under the contract are:

Client Support Services which include:

- Client Support Workers (primary and respite) who live on-site or off site, as determined by the department, and care for Unaccompanied Minors (UAMs) in an Alternative Place of Detention (APOD). The Client Support Worker assists UAMs in relation to health, recreation, spiritual and cultural needs, skills development, nutritional and transitioning out of APODs.
- Client Support Coordinators provide casework and interagency coordination and cooperation. The Client Support Coordinators provide mentoring, coaching and debriefing services to the Client Support Workers. Client Support Coordinators are responsible for managing the programs and activities, setting timetables, arranging equipment and resources, monitoring the condition of equipment and reporting/escalating issues and incidents.
- Cultural Advisors who live off site and provide support to the Client Support Workers and Coordinators.
- Program Managers who oversee and manage the program in an APOD, including providing support to the Client Support Coordinators and Client Support Workers.
- English Second Language teachers will provide educational support to UAMs where and as required by the department.

Independent Observer Services which include:

- Independent Observers attend interviews and meetings as agreed to between the department and the contractor. The Independent Observer provides pastoral or physical care to the client throughout the interview process.

- Independent Observers are required for processes such as entry, Australian Federal Police and other intelligence interviews, in order to provide pastoral or physical care of the client throughout the interview process. Independent Observers are also utilised for Protection Obligation Evaluation Interviews.
- Independent Observers have no casework, legal advocacy, or investigative responsibilities.
- The department may request particular suitable personnel to perform Independent Observer Services in specific instances. In such circumstances, the request for particular personnel is to ensure the safety and well-being of the client, contractor and the department.