dear sir, please consider my submission for this inquiry despite a degree of lateness. as a visiter to baxter on many occasions, my personal experiences bring me to ask questions about the qualifications of the often very young staff at the centre and how on earth they would be expected to handle the treatment of asylum seekers. asylum seekers are not criminals and yet it is obvious from the facility and the way they are treated that we as a nation are using these people as examples to others of the treatment that you can expect when you seek asylum in our country. i personally visited many of the sri lankan young asylum seekers in baxter and found them to be a very gracious and decent group of people.it is because of this graciousness, despite their treatment, that they cannot understand why we treat them the way that we do, this leads to frustration and anger often putting them at loggerheads with young inexperienced guards who have a culture of treating these people with total contempt. i have listen to stories of brutality and total miss use of power that no one ever gave the security staff at this facility, in this situation a long term detainee{ 4 years plus} is treated with a pettiness and beligerence that i find inconceivable the deliberate attempt to belittle the dignity of these people is a shameful indictment to the security company that has very little accountability and also to dimia[and we have seen in recent months just how accountable they have] the rau case as well as many like it go to show the departments attitude to correct procedure. on one occasion a detainee went to kiss his visitor partner only to be told that this was no longer allowed leading to an altercation. the guards are never in the wrong despite obvious abuse of power and bullying, the current case of who in attempting to calm a volitile situation and unjustly locked up in red one is a classic example of gsl beligerence leonard is a very decent man who has often been requested to help calm tense moments and yet he himself has now been abused by the staff of the centre.improvements that could occur include the quick timely resolution to all of the long term detention cases, the removal indefinately of children from detention. high levels of training for those working for security companies assigned to these centres including tougher accountabilities toward abuse of asylum seekers. the simple fact that it is not a crime to seek asylum in our country regardless of how you get here is totally ignored this is overshadowed with the use of legal and shameful language that attempts to justify to the public the behaviour of the government. sure a system of processing is important however the indefinite mandatory detention policy is inhuman and is the very same behaviour that our government critisize other administrations for this policy totally ingnores human rights protocol as well as the rights of children.the lack of government department accountability as well as the seemingly idiotic policy of rewarding those that are brutal with asylum seekers is a clear indication of the stance of the minister vanstone. if any australian treated an animal the way asylum seekers have been treated and was exposed the repercussions always follow ,but not for dimia. for what this submission is worth i am ashamed of this whole process and as an aparent civilised nation its a complete disgrace. i sincerely hope that this inquiry is successful at bringing on the changes that show the world that we are a decent civilised nation. matt robinson