JOINT SELECT COMMITTEE ON AUSTRALIA'S IMMIGRATION DETENTION NETWORK

Q28 & Q29

Questions:

28) How many SERCO employees, across different immigration detention facilities, have been accused of inappropriate conduct?

29) Please provide details of each of these allegations including: the gender of both parties involved, nature of the complaint, complaint resolution, date of complaint, date of resolution of complaint.

Answer: Serco has provided the following answer in response to questions 28 and 29:

Serco is aware of 13 complaints of inappropriate conduct made against Serco employees in respect of which there was an actual or potential impact on clients, the provision of services to clients and Serco's obligations under the Contract. Serco is also aware of complaints of inappropriate conduct against Serco employees which were internal disciplinary matters and in respect of which there was no potential impact on clients, the provision of services to clients and Serco's obligations under the Contract. In relation to the 13 complaints in respect of which there was a potential impact on clients, the provision of services to clients and Serco's obligations under the Contract: (sic).

The 13 complaints were made in the period 1st July 2010 to 29 March 2011. Of the 13 complaints, all were the subject of internal investigations. Ultimately, 5 complaints were found to be substantiated and 8 were found to be unsubstantiated. Of the 5 complaints found to be substantiated, the employee the subject of the complaint was male in 5 cases and female in 0 cases. Action taken as a consequence of the 5 substantiated complaints included that the employee was counselled in 5 cases and that the employee was dismissed in 0 cases.