Statement from Serco, 2 June 2015

What is the current procedure in volatile or potentially volatile situations at immigration detention facilities?

- Serco is required to deliver its services consistent with the Code of Conduct and in a manner
 that treats detainees with dignity and respect. All officers are trained in de-escalation, and
 this is how the vast majority of incidents are resolved. On the rare occasion where it is
 necessary, only approved control and restraint techniques may be used, as a last resort,
 where the safety of staff and detainees is at risk.
- All officers are instructed in these techniques as part of their induction training course, and
 receive regular refresher training. They must also hold or earn a Certificate II in Security
 Operations. All incidents, including those where force is used, must be reported to the
 Department and where appropriate, to the police.

What training do Serco officers have to work at immigration detention facilities?

Serco complies with all required legislation and consistently delivers staff training above and beyond contractual requirements.

The Department requires Serco Personnel to undertake the following training:

- Operational Safety training (including Use of Force training);
- an 'Apply First Aid' qualification;
- cultural awareness;
- the Department's objectives for Immigration Detention;
- conflict de-escalation;
- duty of care responsibilities
- communication and interaction with Department personnel, Stakeholders and other service providers;
- problem solving and decision-making in the workplace;
- various specialist mental health awareness and associated policy training courses in accordance with the departmental policy;
- skills on interacting with detainees;
- record keeping procedures with departmental policy; and
- human rights and human interaction training.

Once employed, Serco Personnel undergo five weeks' intensive training which, as well as technical and first aid training, leads to the award of a Certificate II in Security Operations. The training meets all of the requirements detailed above in the following training packages:

- Professional boundaries
- Bullying, harassment and discrimination

- Cultural awareness
- Mental health awareness
- Psychological support program
- Conducting interviews
- Manage conflict through negotiation
- Working with families and minors
- Migration Act and associated legislation
- Duty of care to persons in immigration detention

There is also annual refresher training in the above subjects.