

Serco signs new contract to manage immigration residential housing and transit accommodation

11 December 2009

Serco Australia today announces that it has signed a new contract with the Department of Immigration and Citizenship to manage the operation of immigration residential housing and immigration transit accommodation.

The five year contract is estimated to be valued at AUS\$45 million and will commence delivery of services on 31 January 2010.

Serco Australia Chief Executive Officer, David Campbell said, "We are delighted with the department's decision and excited by the opportunity to manage immigration residential housing and immigration transit accommodation in alignment with the government's new directions in detention.

"Serco will focus on the dignity, respect and well-being of people in our care. We are committed to engaging with and supporting people in immigration detention through our values and the recruitment of employees with social care skills.

"Our operational experience, combined with a proven management system, ensures the highest standards of performance and accountability are met."

Immigration residential housing is independent, secure, family-style housing in a community setting. Serco will take an interactive approach with clients and will facilitate and supervise excursions, community interaction, activities and healthcare visits.

Immigration transit accommodation is secure, short- term accommodation. Again, Serco will take an interactive and humane approach with clients. Serco will enable the clients to maintain links with their home countries and provide food, clothing, recreation, and access to religious services.

Serco will be responsible for managing the domestic environment, including security and maintenance at both immigration residential housing and immigration transit accommodation.

This latest contract aligns with the range of other immigration services Serco is already providing on behalf of the department. Serco assumed responsibility for the care of people in immigration detention at Christmas Island, Perth, Melbourne, Sydney and Darwin, following the successful handover of immigration detention centres between 30 September and 11 November 2009.

Ends

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Editor's notes

Immigration residential housing is located in Perth and Sydney and provides an option for accommodating up to 66 people in independent family-style housing in a community setting. Those in immigration residential housing live in a domestic environment, which permits a greater degree of autonomy and the opportunity to live a more self-sufficient lifestyle.

Immigration transit accommodation is located close to airports in Brisbane and Melbourne and can accommodate up to 59 people.

About Serco

Serco is contracted to the Department of Immigration and Citizenship to manage immigration detention facilities around Australia. Serco works closely with DIAC to deliver services that ensure the inherent dignity of people in detention in line with the government's new directions in detention.

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos. We improve services by managing people, processes, technology and assets more effectively. Our strategic advice comes from hands-on experience. We advise policy makers, design innovative solutions, integrate systems and – most of all – deliver front-line services that make a positive difference to customers and communities.

Serco has been delivering mission critical public services for more than 40 years. We support governments, agencies and companies in 35 countries who seek a trusted partner with a solid track record of providing assured service excellence. Globally our employees deliver operational, management and consulting expertise in defence, science, technology, justice, immigration, transport, health, education, aviation and business process outsourcing.

Our 6,000 people in the Asia Pacific business operate in Australia and Hong Kong. Our customers have the dual benefits of global scale and local autonomy. One of our strengths is that we live locally, think locally, act locally, and are supported globally.

In Asia Pacific, Serco supports the Australian Defence Forces through the provision of garrison and port services, rehabilitates offenders in our prisons, helps to make the roads safer in Victoria through our traffic camera services operation, provides travellers in Perth and Brisbane with timely and helpful public transport advice, keeps Melbourne's parks and gardens green, operates tunnels in Hong Kong helping 76.8 million commuters each year and provides an unparalleled, award winning rail tourism experience on the Ghan, Indian Pacific and Overland.

More information can be found at www.serco-ap.com.au