

Serco Australia celebrates 30 years of public service

Serco is today celebrating 30 years of service to the Australian public. On 1 May 1989 Serco Australia began operating in Western Australia with a small team providing facilities management services.

Since that time, we have grown to now employ almost 8,000 Australians across the country, operating from 50 locations in all states and territories.

Serco Australia Chief Executive Officer Mark Irwin said the company had started with a focus on delivering excellent services to the Australian public on behalf of Government, and had maintained that focus over the 30 years.

"The world has changed a lot since 1989, not least the amount of new technology that pervades our lives. But the constant has been, and will always be, the importance citizens place on the quality of their public services," Mr Irwin said.

"To be able to celebrate 30 years of service is a significant achievement and testimony to the fantastic staff we have had over the time. We have a cross section of employees that I think is unique to any other Australian company, including doctors and allied health professionals, engineers, technical specialists, master mariners, cleaners, call centre operators and most vocations in between.

"Our success is built on the ability to stand behind our customers and ensure the value delivered to the Australian public is maximised. We are a strategic partner that governments trust to deliver sensitive and complex public customer services and to implement successful first-generation outsourcing transitions."

Mr Irwin said Serco continued to operate in six key market segments; Citizen Services, Defence, Justice, Immigration, Transport and Health.

He said a snapshot of different contracts showed the breadth and depth of operations over the 30 years. Including:

- Operating 800 maritime support vessels for the Australian Navy
- Delivering 56 million customer service interactions, 15 million telephone calls, processing 4.2 million forms and letters and managing 37 million website interactions each year for Australian citizens
- Serving more than 20 million meals and delivering 8 million education, sporting and cultural programs to detainees
- Managing 25 integrated service lines at Western Australia's primary tertiary hospital
- Building and operating the 160 metre, 26,000 tonne *RSV Nuyina* – Australia's state-of-the-art icebreaker ship that will offer scientists unprecedented access to the Southern Ocean and Antarctica
- Halving the national average reoffending rate at the Wandoo Reintegration Facility
- Maintaining 4 million square metres of grasslands, turf and median strips and caring for 300,000 sqm of floral beds in Melbourne's renowned gardens.

"I'm very proud of what Serco Australia has been able to achieve over the past 30 years. Together with our staff, I am looking forward to the next 30 years and continuing to deliver excellent services to the Australian public," Mr Irwin said.

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Media contact: Tim Evans, +61 409 389 358

General media enquiries: Serco media line, +61 (0) 2 9409 8700 or media@serco-ap.com

About Serco

Serco Asia Pacific (ASPAC) has been operating for more than 30 years across Australia with a proven track record in delivering the most demanding, complex and sensitive solutions for government clients. Employing around 9,000 people in the ASPAC region, we apply world's best practice, insights and technology across six key sectors: Justice; Health; Citizen Services; Immigration; Defence and Transport.

More information can be found at www.serco.com/aspac