

30 years' service to Australia

serco

Since 1989, Serco has proudly delivered essential public services across Australia

1 MAY
1989
First Australian contract for an infrastructure department in WA

SERCO

One of the first outsourcing contracts in Australia to improve efficiency.



Serco more than doubles in size with 200 new employees.

We maintain 4 million square metres of grasslands, turf and median strips and care for 300,000 sqm of floral beds.

In 2017, the Serco-run Royal Park and Fitzroy Gardens won an internationally recognised Green Flag Award.

Transperth is one of our longest running contracts and we are still providing services today, helping grow passenger satisfaction rates to an all-time high.

1990

Contract to manage government warehouses known as Q stores in NSW

JUN **1995**

Serco begins managing 500 hectares of Melbourne's CBD open spaces



Serco becomes the first prison in Australia to introduce innovations such as CMS technology, Email a Prisoner and the award winning Storybook Dads program to help reduce reoffending.

We oversaw successful expansions in 2014 and 2018, increasing operational capacity to 1,525.

Serco operates Australia's most iconic rail services The Ghan, Indian Pacific and The Overland until 2013.

Operating 800+ maritime support vessels today.



DEC **1995**
Serco begins operations for Transperth Call Centre and InfoCentres in Western Australia

1997

Privatisation of Australian National Railways Commission

Serco signs contract to provide Fleet Marine Services to Royal Australian Navy vessels around Australia



3 million road safety incident images a year processed.

In 2011, the Education Team won a Premier's Award for Excellence in Public Service.

56 million citizen service interactions, 15 million telephone calls, 4.2 million forms and letters and 37 million website interactions processed each year.



20 million+ meals served and 8 million education, sporting and cultural programs delivered.

2006

Serco begins operation of Australia's largest prison, Acacia Prison in WA



2007

Traffic Camera Services contract signed in Melbourne, VIC

Serco begins managing Borallon Correctional Centre

2008

Serco starts operating customer contact centre services for a Commonwealth revenue collection agency

2009

Serco begins delivering onshore immigration detention services across Australia



In its first three years, Wandoo Reintegration Facility achieved a reoffending rate at half that of the national average and won an Operator and Service Provider Excellence IPA Award.

The SQCC team continues to be recognised, winning an Australian Business Award for innovation. Part of the Lockyer Valley community, in 2011 Serco united to help Queensland flood victims by donating \$55,000 to the Premier's Disaster Relief Appeal.



One of Australia's most advanced public healthcare facilities, it was the first to use automated guided vehicles and robotic logistics.

When U2 played in Sydney on 13 December, the public transport call centre received 109,496 visits to its website. Innovation started immediately with a mobile trip planner and we've continued to enhance citizen experience, introducing voice recognition technology in 2017.

2014

Serco begins providing simulator based maritime warfare training to future Navy officers at HMAS Watson in Sydney, NSW



2012

Serco opens Wandoo Reintegration Facility for young adult offenders in WA

Serco begins operating Southern Queensland Correctional Centre, and facilitates the transfer of prisoners from Borallon

2011

Serco signs contract to provide integrated non-clinical support services for Fiona Stanley Hospital in WA

2010

Integrated Transport Information Services contract signed, NSW



2016

Serco signs contract to design, build, operate and maintain the new RSV Nuyina for the Australian Antarctic Division

At 160 metres and 24,000 tonnes, the RSV Nuyina will be a state-of-the-art icebreaker ship offering scientists unprecedented access to the Southern Ocean and Antarctica.



Once completed, this 1,700-bed facility will be the largest correctional centre in Australia, purpose built to reduce reoffending.

Managing 1,000 professionals delivering health care to 80,000 ADF members and reservists across 50 bases in Australia.



Serco's strategy supports South Australia's target to reduce reoffending by 10 per cent.

We're looking forward to delivering another 30 years of service to Australians.

2017

As part of the NorthernPathways consortium, Serco wins the contract for Clarence Correctional Centre, in Grafton NSW



2017/18

Serco partners with the Department of Human Services and provides telephone customer services for the National Disability Insurance Agency

2019

Serco provides essential defence support services to the ADF

Serco wins contract for Adelaide Remand Centre, SA



2020

2020 will be an exciting year for Serco - Clarence Correctional Centre opens and the RSV Nuyina arrives in Hobart to usher in a new era of scientific research