

## **Serco to provide immigration detention services in Australia**

Serco Australia today announces that it has signed a new contract with the Australian Government Department of Immigration and Citizenship (DIAC) to transform its immigration detention centres across the country.

Serco Australia Chief Executive, David Campbell said, "We are delighted with the opportunity to apply a new approach to the provision of immigration detention services in Australia. The government's new immigration detention values very much align with Serco's own values.

"Serco has been partnering with governments around the world to provide public services for more than 40 years. We have a commitment to the communities in which we work to make a positive difference – this philosophy is underpinned by our global human rights policy. We pride ourselves on providing the best possible environment for those in our care and this has been acknowledged in a series of independent official inspections, including reports from Her Majesty's Chief Inspector."

Under the contract, Serco will manage and operate seven immigration detention centres where we will provide a greater focus on the dignity, respect and well-being of people in our care. We are committed to engaging with and supporting the detainees and will recruit employees with social care skills to ensure this is delivered.

Serco is already successfully operating two Immigration Centres and associated services in the United Kingdom. The Australian contract is a particularly significant win for Serco as it demonstrates the organisation's ability to successfully leverage our existing knowledge, capability and overseas experience from one location to another.

Serco Australia will draw upon the Serco Group's established and proven management system to meet the highest standards of performance and accountability, and also our unrivalled operational experience and record in the management of Immigration Detention Centres.

Using the skills and operational experience developed in the UK and Australia, we will seek to improve the operation of the centres, including the standard of living skills and English language education programmes and the availability of facilities such as, a World Faith Centre, gym, library and internet. Serco will also provide national and international transport and escort services from Australia.

Five Immigration Detention Centres are located at Villawood, New South Wales; Maribyrnong, Victoria; Darwin, Northern Territory; Perth, Western Australia; and Christmas Island. Serco will also provide services at two alternative places of detention on Christmas Island. The five year contract, valued around \$370 million, has the potential for a four year extension. The transition from the existing service provider will commence in July, and is expected to be completed by November.

## Media Release (continued)

### **About Serco**

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 out traffic camera 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](http://www.serco-ap.com.au)