



Australian Government
Department of Home Affairs

Submission

For information

PDMS Ref. Number: MS24-002273

Date of Clearance: 18/11/2024

To Minister for Home Affairs, Minister for Immigration and Multicultural Affairs, Minister for Cyber Security

Subject Contract Establishment: Immigration Detention Services - Service Category 1: Provision of Facilities and Detainee Services

Timing For information only – the contract announcement will be published on AusTender 22 November 2024.

Recommendations

That you:

1. note the signing of the Immigration Detention Services Service Category 1: Provision of Facilities and Detainee Services Contract between the Department of Home Affairs and Secure Journeys Pty Ltd.

noted / please discuss

Minister for Home Affairs, Minister for Immigration and Multicultural Affairs, Minister for Cyber Security

Signature

Date

2/12/2024

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under the Freedom of Information Act 1982

Minister's Comments

Key Issues

1. On the 17 November 2024, the Department of Home Affairs (the Department) executed the second of two contracts for the Immigration Detention Network (IDN).
2. Secure Journeys Pty Ltd (Secure Journeys) has been contracted to deliver Facilities and Detainee Services across the IDN. Secure Journeys is a collaboration between MTC Pty Ltd (MTC Australia) and their major subcontractor, Spotless Facilities Services Pty Ltd (Spotless). The contract has an initial term of five years with two additional extension periods of two years each.
3. The contract was awarded as a result of an open procurement process which has been running for two years, undertaken by the Department in support of the Australian Border Force (ABF).
4. s. 47E(d) [Redacted]
5. s. 47E(d) [Redacted]
6. s. 47E(d) [Redacted]
 - s. 47E(d) [Redacted]
 - s. 47E(d) [Redacted]
 - s. 47E(d) [Redacted]
 - s. 47E(d) [Redacted]

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- s. 47E(d)

7. The Department is planning to publish the contract details on AusTender on Friday 22 November 2024.

Background

8. The Department invited interested parties to submit responses in accordance with a Request for Tender (RFT) for the Provision of Immigration Detention Services, encompassing the provision of garrison, facilities management, security, transport and escort, welfare and engagement, and health and wellbeing services for the onshore IDN.

9. The Services are divided into two (2) Service Categories:

- **Service Category 1** relates to the provision of 'Facilities and Detainee Services'. This includes the provision of a range of services to ensure the safety, security and welfare of detainees held in an Immigration Detention Facility, including, but not limited to, the delivery of garrison services, facilities management services, security services, transport and escort services.
- **Service Category 2** relates to the provision of 'Health and Wellbeing Services'. This includes but not limited to the delivery of (or coordination of access to) Comprehensive Primary health care, Women's and Family Health Services; Allied Health Services; and Wellbeing Services and Programs that have a direct link to physical and/or mental health.

10. The process commenced in November 2022 and was determined to be a High Risk High Value (HRHV) procurement under the Department's Procurement Governance Framework.

11. For HRHV Procurements, the Department puts additional governance and assurance processes in place to ensure compliance with the Commonwealth Procurement Rules and Departmental policies. These include:

- Establishment of a HRHV Steering Committee comprising the Chief Finance Officer, Chief Procurement Officer, Chief Risk Officer and First Assistant Secretary Dispute and Corporate Law (in an advisory role). The HRHV Committee:
 - I. Endorse all relevant procurement documents, including (but not limited to): procurement plan, approach to market documentation, evaluation report and contract, including its performance framework.
 - II. Provide confirmation to the Delegate that each stage of the procurement is consistent with legal principle and practice and the Department's Accountable Authority Instructions (AAI's) and Financial Management Guidelines and Risk Management Framework.
- Financial Delegate approval at the SES Band 3 level.
- Appointment of external probity and legal advisors.

12. The Department and the ABF worked to ensure a fit for purpose and value for money contract was in place prior to the expiry of the current contract on 10 December 2024.

Consultation – internal/external

13. The Department and the ABF have worked closely to deliver this procurement.
14. The Department engaged the Australian Government Solicitor (AGS) for legal advisory and Maddocks for probity services. The Department also engaged external advisory services from KPMG to assist with the procurement processes.

Consultation – Secretary / ABF Commissioner**15. SECRETARY**

The Secretary was not consulted on this submission. However, the Secretary was briefed on progress and the outcome of the procurement, which has been reflected in this submission.

16. ABF COMMISSIONER

The Commissioner was not consulted on this submission. However, the Commissioner was briefed on progress and the outcome of the procurement, which has been reflected in this submission.

Client service implications

17. The Department has a duty of care to provide appropriate services across the IDN. The IDN is responsible for unlawful non-citizens until their immigration status can be resolved by either being granted a visa or departing Australia.
18. These contracts deliver the suite of services required to run the IDN.
19. The transition of services will be carefully managed to ensure that all detainees are aware of the changes to how they will receive their Facilities and Detainee Services.
20. Scrutiny bodies and other key stakeholders will also be made aware of the change in service provider.

Risks and Sensitivities

21. Contracts related to the IDN are likely to attract media attention and scrutiny. The Department has provided talking points (**Attachment A**), should your office be contacted.
22. The ANAO have flagged these contracts for future procurement audits. The Department has managed the process to be compliant with the Commonwealth Procurement Rules, Departmental policies and deliver a value for money outcome.
23. The Department is managing these risks through a dedicated transition Governance Framework.

Financial/systems/legal/deregulation/media implications

24. The estimated value of the contract is \$2,130,035,039 billion (GST Exclusive) over five years from December 2024 to December 2029.
25. The contract has a pricing structure with fixed, variable and activity fees. The contract price will be regularly reviewed to take account of actual expenditure, as it becomes available.

Attachments

Attachment A Talking Points.

Authorising Officer
Cleared by:
Name: Stephanie Cargill
Position: Chief Procurement Officer
Division: Property Procurement and Contracts
Date: 18 Nov 2024
Mob: s. 22(1)(a)(ii)

Contact Officer: Maree O’Neale, Position, Assistant Secretary, Specialist Procurement Branch phone s. 22(1)(a)(ii)

Through COO

CC Secretary
ABF Commissioner



TALKING POINTS

Subject	Immigration Detention Services Facilities and Detainee Services Procurement – New Contract		
Date	2 December 2024		
Type	Agency		
Media Officer:	S. 22(1)(a)(ii)	Media Ph: 02 6264 2244	

ISSUE

Talking points to advise the contractual arrangement between the Department and Secure Journeys Pty Ltd for the provision of Facilities and Detainee Services.

TALKING POINTS **OFFICIAL**

Attributable to a Departmental spokesperson:

- On the 17 November 2024, the Department of Home Affairs (the Department) executed a contractual arrangement with Secure Journeys to deliver Facilities and Detainee Services across the onshore Immigration Detention Network (IDN).
- These services are for the provision of Garrison, Facilities Management, Security, Transport and Escort, Welfare and Engagement services to Detainees held in an onshore Immigration Detention Facility.
- The Department undertook an extensive and open procurement process through a Request for Tender (RFT) on AusTender.
- The announcement today finalises a two year process undertaken by the Department and Australian Border Force (ABF).
- The Department and ABF would like to thank the outgoing facilities and detainee service provider, Serco Australia Pty Ltd (Serco), for their commitment to the Immigration Detention Network over the past 15 years.

On background **OFFICIAL** (for use in reporting, not for attribution):

- The Department of Home Affairs (the Department) invited interested parties to submit responses in accordance with a Request for Tender (RFT) for the Provision of Immigration Detention Services, encompassing the provision of garrison, facilities management, security, transport and escort, welfare and engagement, and health and wellbeing services for the onshore Australian Immigration Detention Network (IDN).
- The Services are divided into two (2) Service Categories:
 - Service Category 1** relates to the provision of 'Facilities and Detainee Services'. This includes the provision of a range of services to ensure the safety, security and

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welfare of Detainees held in an Immigration Detention Facility, including, but not limited to, the delivery of garrison services, facilities management services, security services, transport and escort services.

- **Service Category 2** relates to the provision of 'Health and Wellbeing Services'. This includes but not limited to the delivery of (or coordination of access to):
 - comprehensive primary health care,
 - health management and care plans
 - health screening and assessments
 - women's and family health services
 - fit to travel assessments and medical escort services
 - dental services
 - allied health services
 - mental health care
 - alcohol and other drug services
 - infection prevention and control
 - wellbeing services and programs that have a direct link to physical and/or mental health
 - access to clinically recommended specialist services
 - pharmaceuticals and medication management services

- The Department published the contract notification on AusTender on 2 December 2024.
- AusTender is the Australian Government's procurement information system, which delivers a centralised web-based facility that publishes a range of information, including relevant entities' planned procurements, open tenders and key details of contracts awarded

ADDITIONAL INFORMATION FOR INTERNAL AWARENESS ONLY

- On the 05 November 2024, the Department of Home Affairs (the Department) entered in to an Interim Agreement with Secure Journeys to deliver Facilities and Detainee Services across the onshore Immigration Detention Network (IDN).
- An Interim Agreement enabled Secure Journeys to commence transition in activities.
- The Interim Agreement also allowed the Department to request Serco continue service provision for up to 180 days as clause 69.2(b) (iii) of their contract.
- Serco and Secure Journeys will work together over the coming months to transition the centres and manage the wellbeing of the Detainees.

CLEARANCE

Lead business area		
The Media team will contact the area(s) should further clarification be required.		
Specialist Procurement Branch / Procurement Property and Contracts Division		
Drafting officer		
s. 22(1)(a)(ii)	A/g Director, Specialist Procurement	Date 02/12/2024

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	Branch/Procurement Property and Contracts	
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International Division clearance		
		Yes ☐ N/A ☒

Other Government agency consultation/clearance		Yes ☐ N/A ☒
Agency	Branch/area	Date (DD/MM/YYYY)
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Final SES clearance (minimum SES Band 1) and approval for release		
Stephanie Cargill	First Assistant Secretary, Procurement Property and Contracts	Date (18/11/2024)

Review / Consultation		
Sarah Nicolson	Assistant Commissioner, Onshore Detention	Date (18/11/2024)

Media and Communication Branch		
s. 22(1)(a)(i) 	Assistant Director, ABF Media, Media and Communications Branch	Date (18/11/2024)

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s. 22(1)(a)(ii)

- On the 17 November 2024, the Department of Home Affairs (the Department) executed a contractual arrangement with Secure Journeys to deliver Facilities and Detainee Services across the onshore Immigration Detention Network (IDN).
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- The Department undertook an extensive and open procurement process through a Request for Tender (RFT) on AusTender.
- The announcement today finalises a two year process undertaken by the Department and Australian Border Force (ABF).
- The Department and ABF would like to thank the outgoing facilities and detainee service provider, Serco Australia Pty Ltd (Serco), for their commitment to the Immigration Detention Network over the past 15 years.

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TALKING POINTS **OFFICIAL**

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RESPONSE

Attributable to a Departmental spokesperson:

- The Department can confirm that under this contract, Spotless (Spotless) Facility Services Pty Ltd is a major subcontractor of Secure Journeys. Spotless will deliver Facilities Management and Garrison Services across the Immigration Detention Network.

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- On 17 November 2024, following an extensive and open procurement process, the Department of Home Affairs executed a contract with Secure Journeys to deliver Facilities and Detainee Services across the onshore Immigration Detention Network (IDN).
- These services are for the provision of Garrison, Facilities Management, Security, Transport and Escort, Welfare and Engagement services to Detainees held in an onshore Immigration Detention Facility.
- The Department undertook all necessary due diligence as part of the Request For Tender.
- The performance of the contract, quality of services delivered, including monitoring the treatment of detainees in the care of any detention service provider will be assured and managed by the Australian Border Force.

On background (for use in reporting, not for attribution):

- For more information, visit [Contract Notice View - CN4111897: AusTender](#).
- The contract is for an initial five-year period with two extension options of two years each.
- The contract value as outlined on AusTender is \$2,343,038,544.00, including GST.
- The Department undertook an extensive and open procurement process through a Request for Tender (RFT) on AusTender.

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Attributable to a Departmental spokesperson:

- The Department of Home Affairs (the Department) is finalising a Request for Tender (RFT) process for the procurement of Immigration Detention Services (the Procurement) and an announcement through AusTender is imminent.
- In line with probity requirements, and to ensure a fair and equitable procurement process, the Department will not be providing any further information other than what will be made available through AusTender at this time.
- The Department cannot comment on any ongoing activities with current providers. Serco's performance of the onshore detention contract is governed by an existing contract which is closely managed by the Department and ABF.

On background OFFICIAL (for use in reporting, not for attribution):

- The Department is responsible for administering the Australian Government's mandatory detention policy for unlawful non-citizens (people who are in Australia and do not hold a valid visa).
 - Immigration detention serves to assist several public policy objectives by maintaining the integrity of the Australian migration program and supporting strong border control.
 - The Department invited interested parties to submit responses in accordance with a RFT for the Provision of Immigration Detention Services, encompassing the provision of garrison, facilities management, security, transport and escort, welfare and engagement, and health and wellbeing services for the onshore Australian Immigration Detention Network (IDN).
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Attributable to a Departmental spokesperson:

- Following an extensive and open procurement process, the Department of Home Affairs executed a contract with Secure Journeys to deliver Facilities and Detainee Services across the onshore Immigration Detention Network (IDN) on 17 November 2024.
- These services are for the provision of Garrison, Facilities Management, Security, Transport and Escort, Welfare and Engagement services to Detainees held in an onshore Immigration Detention Facility.
- The Department undertook all necessary due diligence as part of the Request For Tender.
- The performance of the contract, quality of services delivered, including monitoring the treatment of detainees in the care of any detention service provider will be assured and managed by the Australian Border Force.
- The Department is aware the ACCC has started civil proceedings against two companies, including Spotless Facility Services Pty Ltd. As this is an ongoing legal matter, it would be inappropriate for the Department to comment further.

Background (not for attribution)

- The Department can confirm that under this contract, Spotless Facility Services Pty Ltd is a major subcontractor of Secure Journeys. Spotless will deliver Facilities Management and Garrison Services across the Immigration Detention Network.

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- The Department can confirm that under this contract, Spotless Facility Services Pty Ltd is a major subcontractor of Secure Journeys. Spotless will deliver Facilities Management and Garrison Services across the Immigration Detention Network.