



## TENDER FOR NEW CLIENT FOCUSED DETENTION SERVICE ARRANGEMENTS

An independent review of the current Detention Services Contract has found that changes were required to the contract and that the department's management of it needed to be improved.

As a result the next tender process for detention services will have a greater focus on clients, health and psychological services.

The review by Mick Roche, former Deputy Chief Executive Officer of the Australian Customs Service, concluded that changes were required to DIMA's contract management and monitoring processes. It suggested that such contract changes could be used as a basis for a new tender for the Detention Services Contract. It was also recommended that health and psychological services be provided under a separate contract.

As a result of the review, the department has decided to re-tender all detention services. This process will commence shortly and successful providers will be selected to coincide with the expiry of the current Detention Service Contract in late 2007.

The aim of the new tender process will be to develop new client-focused detention service contract arrangements, including improved performance monitoring and contract management processes.

Unlike the previous contract, health and psychological services will now be provided under a separate contract to be managed by the department. The new arrangements will allow for health care to be directly managed and delivered by health professionals, in line with best-practice health service delivery in other similar environments.

A detention service tender team will be established in the department over the next few weeks. The new team will be made up of experienced officers with procurement, probity and legal expertise.

There will be broader stakeholder consultation in the next few months on the new client-focused detention service contact arrangements to be implemented via the new tender process.

[www.immi.gov.au/department/dima\\_improvements/index.htm](http://www.immi.gov.au/department/dima_improvements/index.htm)