



PUBLIC



G4S Custodial Services Pty Ltd
A.B.N. 37 050 069 255
Level 4
441 St Kilda Road
Melbourne Vic 3004
PO Box 7190 St Kilda Road
Melbourne Vic 8004
Australia

Tel: 61 3 9864 4044
Fax: 61 3 9866 8568
www.au.g4s.com

13 May 2010

Hon Brian Ellis MLC
Chairman
Standing Committee on Environment and Public Affairs
Legislative Council
18 – 32 Parliament Place
WEST PERTH WA 6000

Dear Mr Ellis

Inquiry into Transportation of Detained Persons

G4S Australia is grateful for the opportunity to make a submission to the inquiry by the Standing Committee into Transportation of Detained Persons. I am enclosing our submission.

Yours sincerely

Mike McCarthy
Managing Director

Email: Mike.McCarthy@au.g4s.com





Submission by G4S Australia Pty Ltd to an Inquiry by the Standing Committee on Environment and Public Affairs into Transportation of Detained Persons

G4S Australia is grateful for the opportunity to make this submission to the Standing Committee's Inquiry into Transportation of Detained Persons.

1. Background

1.1 G4S Australia provides prisoner transportation services to the Western Australian Department of Corrective Services. At the time of Mr Ward's death, the company was called GSL (Australia) Pty Ltd. GSL entered into a contract with the WA Government, pursuant to the *Court Security and Custodial Services Act 1999*, in July 2007.

1.2 It was not disputed at the Inquest that:

- at the time of Mr Ward's death, GSL was reviewing and rewriting the previous operator's written operating procedures, to ensure that they were fully compliant with the contract and with GSL's requirements;
- while this review and rewriting were being carried out, GSL had put in place stringent interim procedures requiring instructions to be given verbally by supervisors to escorting officers prior to every escort going out;
- on this occasion, the two officers escorting Mr Ward from Laverton to Kalgoorlie were fully and properly instructed by their supervisor before leaving, including being reminded of the requirement to stop the vehicle after two hours in order to check on Mr Ward's welfare; and
- the officers disobeyed this instruction.

1.3 The Coroner found that the Department of Corrective Services, GSL, and the two escort officers each contributed to Mr Ward's death. GSL accepted that finding and the Managing Director publicly apologised to Mr Ward's family and community in the following words: "Mr Ward's death while in the custody of G4S is a tragedy for his family and for the Ngaanyatjarra community. I deeply regret that it occurred and on behalf of our company, I offer them my unqualified apology."

1.4 Since Mr Ward's death, measures have been introduced by both G4S and the Department of Corrective Services, which owns the fleet, to minimise the risk of such an incident ever recurring. G4S constantly seeks to refine processes, apply technology and train its staff to ensure that persons in its care are transported safely and securely to their destinations. This process is embodied within its culture and is driven by the Managing Director and the executive team.

1.5 G4S is responsible for transporting prisoners throughout Western Australia, South Australia and Victoria and our vehicles last year performed almost 250,000 prisoner movements and travelled 3.5 million kilometres. In Western Australia, G4S conducts about 50,000 prisoner escorts a year.



2. Response to the Terms of Reference

2.1 G4S believes that it is appropriate to respond to the two Terms of Reference which relate directly to the company, i.e. Numbers 1 and 5:

1. *Progress in relation to the implementation of the Coroner's Findings in relation to the death of Mr Ward*
5. *Any other relevant matter*

2.2 *Progress in relation to the implementation of the Coroner's Findings in relation to the death of Mr Ward*

The Coroner made two Recommendations that were directed at GSL. Both related to training and both had been implemented before the inquest opened:

- i) That all GSL staff should be provided with appropriately detailed practical training in respect of duty of care obligations and that such training be refreshed on a regular basis for all staff; and
- ii) That GSL arrange training specific to the role of site Supervisors in regional locations in respect of management skills and duties, in particular in respect of monitoring staff compliance with policies and procedures relating to the welfare of detainees and duty of care.

2.2.1 Training programs and modules were reviewed and if considered necessary, were upgraded or rewritten. They included detailed practical training. Training also included the introduction of a new stand-alone Duty of Care module. Previously, Duty of Care was included as a component of almost all training, but not as a stand-alone module. We are satisfied that this module meets all our obligations under the *Court Security and Custodial Services Act* and Regulations; and that it complies with the guiding principles as described in the contract, and satisfies our obligations under the *International Covenant on Civil and Political Rights*.

2.2.2 G4S escort staff have always undertaken comprehensive initial training and they then undergo regular training throughout their careers. In many cases, this training includes testing officers' knowledge and those who fail to pass the test are not permitted to serve on escorts. Training for site supervisors in regional locations was upgraded and greater emphasis placed on the training of staff, including supervisors, who work in remote areas.

2.2.3 Compliance with policies and procedures relating to the welfare of detainees and duty of care is closely monitored. G4S (and previously GSL) has a well established risk management and compliance framework. Risk is identified, assessed and monitored through a risk management matrix and is managed through a continuous and proactive risk-based operational audit compliance program that is both internal and external. G4S has a policy of zero tolerance for any breach of procedures that puts at risk or compromises the welfare and safety of prisoners, the community and staff. We are constantly learning and we share that learning between contracts, not only in Australia but globally across the 110 countries in which we operate.



2.3 *Any other relevant matter*

2.3.1 At the time of Mr Ward's death, GSL was already well advanced in reviewing and when necessary, revising or rewriting its Operating Procedures for the Court Security and Custodial Services contract. As already noted, this resulted in the upgrading of staff and supervisor training, but it also involved GSL's recruitment practices. The criteria are very strict and they present challenges when recruiting in the booming economy of Western Australia, but they are never compromised.

2.3.2 The Department of Corrective Services has introduced a number of important new initiatives in prisoner transportation, and G4S is working closely with the Department to ensure that they are successfully and promptly implemented.

3. Public Hearing

G4S will be pleased to appear before the Committee at a public hearing.