



Australian Government  
Department of Home Affairs

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# Incoming Chief Medical Officer Brief

## Health Services Contracts

### Introduction

The Health Services Contract Management Section is responsible for the management of the health services agreements between the Department and:

- International Health and Medical Services (IHMS) for the provision of healthcare services across the onshore Immigration Detention network and in Nauru as a Regional Processing Country. IHMS is a subsidiary of International SOS.
- Pacific International Hospital for the provision of healthcare services in Papua New Guinea as a Regional Processing Country.

Health Services Contract Management Section is led by Director §22(1)(a)(ii)

Within Health Services Contract Management, there are three teams:

- Contract Management Team – §22(1)(a)(ii), Assistant Director;
- Performance, Scrutiny and Reporting Team – §22(1)(a)(ii), Assistant Director; and
- Stakeholder Engagement and Services Delivery Management Team – §22(1)(a)(ii), Assistant Director.

### IHMS

IHMS are contracted to ensure that Detainees, including those living in Community Detention, have access to health procedures, treatments, assessment investigations or other clinical health services to a standard broadly commensurate with health care available to people in the Australian community through the public health system.

IHMS must ensure detainees' have access to quality health care, delivered by experienced and appropriately qualified personnel for detainees in facilities onsite wherever possible. Where it is not practical to provide health care to detainees' in facilities, IHMS must organise health care offsite, through subcontracting arrangements.

Mental health care is a key focus in Immigration Detention. The health service provider must have and maintain a health care model which is capable of providing appropriate mental health clinical care to detainees.

The below mentioned IHMS staff are the team members, located at IHMS office in Macquarie Park Sydney, that HSCMS liaise with about contractual matters:

- §22(1)(a)(ii) – Contract Administrator, National Operations Director, Chief Operating Officer
- §22(1)(a)(ii) – Senior Health Advisor, Senior Medical Director
- §22(1)(a)(ii) – Medical Director – Mental Health
- §22(1)(a)(ii) – Medical Director, Centralised Services and Community Detention, and Villawood IDC

§22(1)(a)(ii)

§22(1)(a)(ii)

*not acting in position.*

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- s22(1)(a)(ii) – Medical Director, West (Christmas Island, Yongah Hill IDC and Adelaide Immigration Transit Accommodation centre)

### Pacific International Hospital (Manus Island and Port Moresby)

Health services in Port Moresby and on Manus Island have been delivered by Pacific International Hospital under a Letter of Intent since 1 May 2018.

Negotiations to finalise a contract with Pacific International Hospital for the delivery of health services in PNG will commence shortly, noting the letter of Intent will cease on 21 August 2018.

Primary and mental healthcare services on Manus Island are provided at the East Lorengau Refugee Transit Centre.

s22(1)(a)(ii), Chief Executive Officer, Pacific International Hospital is the Department's contact officer for all operational and contract matters.

All formal contact with IHMS and Pacific International Hospital incoming or outgoing, **must** be made through the Health Services Contract Management Section via the following mailbox:

s47E(d)

### Requesting Outgoing Correspondence

If you need to send formal correspondence to IHMS or Pacific International Hospital please contact the Health Services Contract Management Section, via

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for a correspondence number.

### Onshore Contracts

#### Immigration Detention Health Services Contract - IHMS

Term of Contract – 10 December 2014 – 10 December 2019

#### Service Delivery Model

- Services are provided through onsite primary and mental health clinics with referral to allied and specialist health providers as required. Acute care is provided by hospitals.
- A nurse led triage model including assessment and initial treatment is in place to ensure appropriate and timely health care is facilitated with an emphasis on early intervention.
- Basic Life Support only and a General Practitioner Service 9am – 5pm.
- Outside of clinic hours, Detention Service Provider staff have access to a nurse-led telephone service, which may include a video-conferencing capability to enable visual review of detainees by a nurse if required. Detention Service Provider staff call an ambulance for emergency care in instances where the Health Services Provider is not onsite.
- Detainees residing in community detention have access to primary healthcare services through community-based clinics.
- Coordinating and attending appointments is the responsibility of the detainee.
- Detainees may be referred to secondary and tertiary healthcare by the Health Services Provider, if clinically indicated.
- Mental healthcare and support, delivered by the Department's contracted Health Services Provider, International Health and Medical Services Pty Ltd (IHMS), is provided by general practitioners, mental



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health nurses, psychologists, counsellors and psychiatrists (on a visiting basis, or through the use of tele-health facilities or external appointments).

- Mental health screening initially is provided in accordance with Australian standards.
- At 18 months, the mental health screening policy requires an independent psychiatrist assessment. If any of the scheduled screening identifies a mental health issue, a further assessment is undertaken by a mental health clinician.
- The Department ensures that detainees are provided with a range of activities and education sessions to help keep them mentally and physically active and engaged.

### **Accreditation of health services in onshore Immigration Detention Facilities.**

- Health services delivered within some onshore immigration detention facilities are accredited against the Royal Australian College of General Practitioners *Standards for health services in Australian Immigration Detention Facilities*. The Royal Australian College of General Practitioners has confirmed that the Standards should apply to all onsite health clinics.
- The Department is currently negotiating with its contracted health provider to arrange accreditation of all Immigration Detention Facilities.

### **Offsite Medical Appointments**

- Medical appointments for detainees in onshore held detention are undertaken at the on-site medical centre by nurses, general practitioners, mental health practitioners and visiting specialists such as, but not limited to, dentists, radiographers and psychologists.
- If the Detainee requires an off-site medical appointment Detainees' will be escorted to an appropriate medical facility under normal escort security arrangements.
- Where, based on information provided, there is no apparent need for an offsite appointment or adverse security concerns are raised, the Department will engage with IHMS and other Australian Border Force areas to identify an appropriate course of action.
- Medical emergencies, where an ambulance is required, are undertaken as per community standards with appropriate escort security arrangements associated with detainees leaving an Immigration Detention Facility applied.

## **Key Issues**

There are a number of Deed of Variations to the Immigration Detention Health Service Contract currently being proposed.

### **1. Deed of Variation 1**

HSCMS is currently seeking advice from Corporate Legal on proposed amendments that will update information and clarify service and reporting requirements. Some of the key changes for Deed of Variation 1 are:

- **Changes to the Broadmeadows Regional Precinct**

The Broadmeadows Residential Precinct is designated as an Alternative Place of Detention. It provides a scalable model responsive to the dynamic needs of the Department. The infrastructure provides a residential style environment in held detention, comprising of <sup>s47E(d)</sup> having the functionality to provide flexible and integrated accommodation to <sup>s47E(d)</sup> cohorts from across the Immigration Detention Network. There may be instances at the direction from the Commander Detention Operations, that <sup>s47E(d)</sup> may be accommodated in the precinct.

Full capacity for Broadmeadows Residential Precinct is <sup>s47E(d)</sup>

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The Melbourne Immigration Transit Accommodation Centre Manager will be responsible for the operation of the Broadmeadows Residential Precinct when occupied. s47E(d)

[REDACTED]

[REDACTED]

[REDACTED]

- **Clarification of the delivery of Torture and Trauma Counselling Services**

- Torture and trauma counselling services within the Immigration Detention network are currently delivered by member agencies of the Forum of Australian Services for Survivors of Torture and Trauma through a good faith arrangement between IHMS and Forum of Australian Services for Survivors of Torture and Trauma member agencies due to ongoing unresolved matter in relation to the ownership of detainee counselling data created/collected in the course of these services. s47E(d)
- [REDACTED]
- [REDACTED]
- [REDACTED]

## 2. Deed of Variation 2

### Tier 4 – Complex Case Placement

It has been identified that some of the current cohort housed in immigration detention centres have complex needs that cannot be managed in a held detention environment. Placements for detainees recognised as Tier 4 complex cases may be held in hospitals, aged & disability care facilities and other placements that are made Alternate Places of Detention and care is often provided under a Directed Person arrangement. IHMS arrange placement at alternative facilities through sub-contract arrangements.

- IHMS currently manages two (2) Tier 4 placements under sub-contract arrangements and is negotiating a third.
- It is anticipated that there will be an increased requirement for Tier 4 placements and IHMS has provided a draft proposal for the management of Tier 4 cases for the Department's consideration. Subject to Legal and Procurement approvals this work is expected to be undertaken over the next 3 – 4 months.

## Projects

The Health Services Contract Management Section undertake projects to ensure the Commonwealth is receiving value for money and appropriate practices are being adhered to.

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[REDACTED]

## Performance

The Health Services Contract Management Section monitor and assess the Health Service Providers performance against a Performance Management Framework which outlines the Key Performance Indicators against which the Health Service Provider performance is assessed.



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- IHMS' performance is formally assessed on a monthly basis.
- s47E(d) [REDACTED]

### Offshore Contracts

#### Nauru

##### Regional Processing Countries Health Services Contract - IHMS

The Department and IHMS entered into a contract dated 29 January 2013 for the provision of health services to transferees in Regional Processing Countries. The contract for Nauru has been varied from time to time and is currently operating under Deed of Variation 7 which expires 31 August 2018. There is an option for two further extensions of three months each.

The contracted health services with IHMS on Nauru will expire on 31 August 2018 with 2 periods of 3 months available for extensions.

The Department is currently working with IHMS and the Government of Nauru for the provision of ongoing health services in Nauru after 31 August 2018.

##### Service Delivery Model

- IHMS provide clinically indicated healthcare to asylum seekers and refugees in Nauru.
- Health services available in Nauru include primary healthcare and mental healthcare services. Health services are provided by a range of healthcare professionals which include general practitioners, psychiatrists, counsellors, mental health nurses and specialists who provide clinical assessment and treatment.
- Obstetric and Neonatal health services on Nauru include management, treatment, counselling and education on gynaecological conditions with referral to specialist health care where clinically indicated.
- Obstetric and neonatal care is provided through obstetric and midwifery services with support from the Republic of Nauru Hospital with the hospital also routinely providing birthing services.
- Decisions to transfer people settled in the community are undertaken in consultation with the relevant local hospital or local health services provider at the request of the Government of Nauru or Government of Papua New Guinea.

##### Key Issues

- The Department is aware of a small number of cases in Nauru where children require specialist mental health support.
  - Between 01 July 2017 and 30 April 2018, 23 children have attended appointments with a child psychiatrist. Of these 23 five (5) were recommended to receive services outside of Nauru, these are:
    - Four (4) children approved for transfer to Australia
    - One (1) child with an approved Overseas Medical Referral pending
- A multi-disciplinary team of health professionals, including mental health clinicians with child and adolescent expertise provide clinically appropriate healthcare commensurate with Australian standards
  - IHMS deploys two (2) psychiatrists under a visiting specialist program which includes;
  - a Psychiatrist (who can treat children) and
  - a Child Psychiatrist (who specialises in the treatment of children).

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- In addition to the Psychiatrist and Child Psychiatrist, a Child and Adolescent Mental Health Services team and a Child and Adolescent Development team are in Nauru to treat child mental health concerns. The Child and Adolescent Development team was deployed to address developmental issues identified in children.
- The Child and Adolescent Mental Health Services team consists of:
  - One (1) Child Occupational Therapist – deployed on 21 March 2018 until 16 May 2018 and will return on 30 June 2018;
  - One (1) Child Social Worker – deployed on 20 April 2018; and
  - Two (2) Child Psychiatrists for tele-health consult services – available from 8 May 2018.
- The Child and Adolescent Development team consists of:
  - One (1) Team Leader;
  - One (1) Occupational Therapist;
  - One (1) Speech Pathologist; and
  - One (1) Social Worker.

### Nauru

#### Heads of Agreement for Settlement Health Services on Nauru

The Heads of Agreement for Settlement Health Services on Nauru commenced 21 July 2014 and has been varied from time to time. It is currently operating under a Deed of Variation 3 which expires 31 August 2018. There is an option for two further extensions of three months each.

#### Key Issues

##### a) Descoping and transition of health services.

- The Department is in discussion with IHMS to descope the requirements for health services under the RPDHSC contract to be in line with the HoA.

- s33(a)(iii)

##### b) USA Resettlement – US Resettlement Assessment Program

- In 2016 the Australian Government entered into an agreement with the United States, for resettlement of Refugees from Nauru and Manus to the United States.
- It is anticipated that the United States will resettle up to 1200 individuals.
- Visa medical assessments are ongoing on Nauru.

#### Nauru Projects

##### a) Taiwan Medical Transfers

- The Department entered into a Memorandum of Understanding with the Taiwan Adventist Hospital for the provision of medical transfers from Nauru.
- IHMS initiates referrals and provides medical liaison services to facilitate medical transfers.
- As at the 30 April 2018, eleven individuals have been transferred to Taiwan for medical treatment not available in Nauru.
- The Department is commencing a procurement process to deliver outpatient support services in Taiwan.



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### b) Complex Case Review

- The Department is currently in the process of procuring "Provision of Case Review Services for Nauru and Papua New Guinea" (Case Reviews).
- The services are to provide independent medical specialist reviews (case reviews) and a medical specialist deployment capability to support the Department's regional processing health arrangements and Australian Border Force operations in Nauru and Papua New Guinea.
- As it is still in a procurement stage, detailed information is not available for disclosure.
- It is expected to take another 3-6 months for the Department to finalise the procurement and enter into arrangements with a service provider for the Case Reviews.
- HSCM is providing a support role to Services Procurement who have the lead.

## Papua New Guinea – Pacific International Hospital

### Letter of Intent

#### Service Delivery Model

- Health services on Manus Island are provided by Pacific International Hospital through a general practitioner-led model delivered at the East Lorengau Refugee Transit Centre Clinic consistent with Papua New Guinea health standards during business hours.
- The Pacific International Hospital maintains a 24 hour emergency medical evacuation service.
- Primary and mental health services at the East Lorengau Refugee Transit Centre Clinic is provided from:
  - 9am to 5pm Monday to Friday, and
  - 9am to 1pm on Saturday.
- Health care is delivered by medical officers, primary care nurses, paramedics, laboratory technicians, mental health nurses, and a psychiatrist.
- Residents who require healthcare, including specialist services not available at the East Lorengau Refugee Transit Centre Clinic may be referred to the local hospital or to Port Moresby to receive additional health care as clinically indicated.
- The local pharmacy provides medications to residents with support from Pacific International Hospital.

### Key Issues

#### a) Transition in PNG

- Services Procurement is taking the lead on the finalisation of contracting Pacific International Hospital as the new health service provider replacing IHMS.
- The Department and Pacific International Hospital are operating under the second version of a Letter of Intent due to expire on 21 August 2018.
- The new contract with Pacific International Hospital is yet to commence negotiations.
- Until the contract with Pacific International Hospital is in place the services are being delivered under a Letter of Intent, the service delivery model is the same as previously delivered by IHMS.

## Upcoming Projects

In December 2016, the then Chief Medical Officer/Surgeon General, of the former Department of Immigration and Border Protection, sought advice from the Independent Health Advisory Panel on the development of a

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set of Key Performance Indicators to provide assurance that safe quality care is being delivered to the Department's workers and clients, and represents the most value in addressing risk.

The Key Performance Indicators will apply to all Home Affairs contracts and programs that deliver health services to clients and/or workers by Home Affairs or by Health Service Providers' contracted by Home Affairs.

Health Service Contract Management Section will continue to ensure the Health Service Providers' contracted to Home Affairs implement and follow all the Key Performance Indicator guidelines.

### Torture and Trauma Services

#### Torture and Trauma Services Onshore

- From 2010 up until June 2017, the Department had direct arrangements with member agencies of the Forum of Australian Services for Survivors of Torture and Trauma for the provision of torture and trauma counselling services for eligible people within the immigration detention network.
- In March 2017, the Department wrote to all Forum of Australian Services for Survivors of Torture and Trauma member agencies asking them to finalise negotiations for subcontracting arrangements with the Department's contracted health service provider, IHMS.
- s47E(d) [REDACTED]
- Forum of Australian Services for Survivors of Torture and Trauma member agencies continue to deliver torture and trauma counselling services to eligible detainees under good faith arrangements with IHMS, s47E(d) [REDACTED]
- s47E(d) [REDACTED]
- In alignment with the Australian Border Force's directive that torture and trauma counselling services are provided onsite, most Forum of Australian Services for Survivors of Torture and Trauma agencies are compliant with the directive, s47E(d) [REDACTED]
- The Department has issued further correspondence to IHMS, in which the Department reiterates the Australian Border Forces's position in relation to the onsite appointment arrangement and directs IHMS to message this s47E(d) [REDACTED]

#### Torture and Trauma Services in Papua New Guinea

- Prior to the closure of the Manus Island Regional Processing Centre, IHMS provided torture and trauma counselling services in Papua New Guinea through a subcontract with Overseas Services to Survivors of Torture and Trauma.
- At this time, the Department sought IHMS' advice for the provision of ongoing mental healthcare and counselling services, including torture and trauma counselling for residents in Papua New Guinea.
- IHMS provided the Department with strategies for the continuing provision of mental healthcare services to residents in Papua New Guinea after 31 October 2017.
- The service components for mental health services included outpatient clinics and psychiatry services (home visits where indicated), as well as outreach community services. Mental health services were provided by a psychiatrist, mental health team leader, mental health nurses, and counsellors.



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- Since 1 May 2018, Pacific International Hospital continues to provide these mental health services. These mental health services are provided by a psychiatrist, psychologist, mental health team leader, mental health nurse, and counsellors.
- Residents may access primary and mental health appointments at the East Lorengau Refugee Transit Centre Clinic in person, or by texting their appointment request to a dedicated Pacific International Health clinic number.

### Torture and Trauma Counselling Services in Nauru

- IHMS provides torture and trauma counselling services in Nauru as part of the RPC Health Services Contract, through a subcontract with Overseas Services to Survivors of Torture and Trauma.
- The Department has not requested that IHMS review the torture and trauma counselling services in Nauru.
- IHMS and the Department extended the Nauru component of the Regional Processing Centres Health Services Contract, and the Heads of Agreement for the provision of settlement health services on Nauru, to 31 August 2018.

### Memorandum of Understanding

As of 1 July 2018, the Health Services Contract Management Section will assume responsibility for the establishment and management of Memorandum of Understanding's with State and Territory health organisations. The Health Services Contract Management Section will also establish and maintain any other Memorandum of Understanding's with individual hospitals or health facilities as required. This work will be done with the support of Health Services Policy and Child Wellbeing Division as the technical subject matter experts.

s47E(d)

