

PART 8: GOVERNANCE AND BUSINESS SERVICES

1. Governance Arrangements

1.1. General

1.1.1. This Part:

- a) outlines the Department's governance framework to support the effective delivery of Services; and
- b) discusses the partnering approach expected of the Service Provider, the Department and other service providers to build long term relationships and improve service delivery for Residents; and
- c) describes the contract management structure that will be in place at a Site and national level, including the committees and joint initiatives the Service Provider is required to participate in.

1.2. Governance Framework

1.1.2. The Service Provider is required to comply with the governance framework developed by the Department, which may change from time to time.

1.1.3. The Service Provider is required to cooperate with the GoN and the Department by actively participating in committees and meetings that have been (or will be) established. The Department will notify the Service Provider in writing of any changes to governance arrangements.

1.1.4. The Service Provider is required to cooperate with the GoN and the Department, other service providers, and stakeholders, in the course of carrying out Services as set out in this Schedule.

1.1.5. The Service Provider is required to attend a range of meetings, including but not limited to, the following local management meetings:

- a) daily morning meetings with the Department and other service providers;
- b) Resident consultative committee meetings with Residents, other service providers and the Department;
- c) weekly Individual and Behavioural Management Committee meetings with the Department and other service providers to review Resident Individual Management Plans, Behavioural Management Plans and to identify Residents and Refugees at risk;
- d) Work Health and Safety (WHS) Committee meetings with the Department and other service providers to review WHS concerns at an RPC;
- e) Weekly Departmental Review meetings with the Department and other service providers to review performance and service delivery;

PART 4 GOVERNANCE

1. Governance arrangements

1.1. General:

1.1.1. This Part:

- a) outlines the Department's governance framework to support the effective delivery of Services; and
- b) discusses the partnering approach expected of the Service Provider, the Department and other Service Providers to build long term relationships and improve service delivery for Transferees; and
- c) describes the contract management structure that will be in place at a Site and national level, including the committees and joint initiatives the Service Provider is required to participate in.

1.2. Governance framework

- 1.2.1. The Service Provider is required to comply with the governance framework developed by the Department, which may change from time to time.
- 1.2.2. The Service Provider is required to cooperate with the Department by actively participating in committees and meetings that have been (or will be) established. The Department will notify the Service Provider in writing of any changes to governance arrangements.
- 1.2.3. The Service Provider is required to cooperate with the Department, other Service Providers, and stakeholders, to meet the needs of Transferees and assist the Department to meet its obligations.
- 1.2.4. The Service Provider is required to attend, but is not limited to, the following local management meetings:
 - a) daily morning meetings with the Department and other Service Providers;
 - b) Transferee consultative committee meetings with Transferees, other Service Providers and the Department;
 - c) weekly Individual and Behavioural Management Committee meetings with the Department and other Service Providers to review Transferee Individual Management Plans, Behavioural Management Plans and to identify Transferees at risk;
 - d) Work Health and Safety (WHS) Committee meetings with the Department and other Service Providers to review WHS concerns at an OPC;
 - e) weekly Departmental review meetings with the Department and other Service Providers to review performance and service delivery at an OPC;
 - f) OPC Security Committee meetings with the Department and other Service Providers to review security arrangements; and
 - g) monthly OPC level board meetings with the Department and other Service Providers to review the effectiveness of governance arrangements, risks and issues affecting the OPC.

Unless otherwise advised by the Department, local management meetings will be held on Site.

- a. outlines the Department's governance framework to support the effective delivery of Services under the Contract; and
- b. discusses the partnering approach expected of the Service Provider, the Department and other service providers to build long term relationships and improve service delivery for Transferees; and
- c. describes the contract management structure that will be in place at a site level, and a national level, including the committees and joint initiatives the Service Provider will be required to participate in.

18. Governance framework

18.1. General

- 18.1.1. The Department's governance framework has been developed to support the effective delivery of services under this Contract. A key feature of the governance framework is two distinct layers of governance to provide clear pathways to raise, discuss, respond to, and resolve issues:
- a. senior management - to address issues at the strategic/tactical level; and
 - b. local management - to address issues at the delivery levels
- 18.1.2. The Service Provider must cooperate with the Department by actively participating in committees and meetings that have been (or are being) established across both levels of governance.
- 18.1.3. The Service Provider must cooperate with the Department, other service providers, and stakeholders, to meet the needs of Transferees and assist the Department to meet its obligations.

18.2. Cooperation, collaboration and meetings

- 18.2.1. The Service Provider must attend the high level monthly strategic/tactical level meetings with the Department senior management as follows:
- a. as an individual service provider every two to three months as required by the Department; and
 - b. in a joined-up forum with the Department and representatives of other service providers every six months or as otherwise required by the Department.
- Unless otherwise advised by the Department, senior management meetings will be held in Canberra.
- 18.2.2. The Service Provider must attend the following local management meetings:
- a. morning meeting (daily) with the Department and other service providers;
 - b. consultative committee (monthly) with Transferees, other service providers and the Department;

- c. weekly Department and prevention committee review with the Department and other service providers to identify Transferees at risk; and
- d. facility level board (monthly) with the Department and other service providers reviewing the effectiveness of governance arrangements, risks and issues affecting the facility.

Unless otherwise advised by the Department, local management meetings will be held at the Site.

- 18.2.3. The Service Provider must participate in, and action agreed items resulting from all meetings, consultative committees and forums at the request of the Department.
- 18.2.4. In certain situations, and particularly at the local management level of governance, the Service Provider may be required to chair and lead a meeting.
- 18.2.5. The Service Provider must provide updates, reports and briefings for meetings, consultative committees and forums at the request of the Department.

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

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Joint Offshore Service Provider Forum – PNG

Terms of Reference

Overview

The terms of reference for the Joint Offshore Service Provider Forum – PNG (JOSPF – PNG) defines the purpose and responsibilities of the forum while outlining meeting arrangements and membership.

Purpose

The JOSPF – PNG has been established as a coordination and information sharing mechanism and has a short to medium term focus for all offshore processing and settlement services and related government's policy.

The Department of Home Affairs (the Department)'s Regional Processing and Resettlement Task Force manages and coordinates the forum to:

- uphold service delivery in the Papua New Guinea regional processing environment;
- uphold service delivery in Port Moresby;
- promote cooperation and communication between Service Providers within Papua New Guinea;
- discuss and respond to emerging issues; and
- address other topics and issues as determined by the Department.

The meetings between the Department and its Service Providers are a means to develop a collaborative and cooperative relationship at a strategic level.

Forum Members

The Department manages and coordinates the JOSPF – PNG meeting as the Department's contract administrator. The Chair of the JOSPF - PNG is the First Assistant Secretary - Regional Processing and Resettlement Task Force. The Department and the Service Providers responsible for delivering Garrison, Welfare, and Health services in Papua New Guinea have each nominated representatives who will attend the JOSPF - PNG to discuss issues and action items as required. New members can be nominated during meetings and included in the membership by agreement with the existing membership group.

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Members may nominate a proxy to attend a meeting if the member is unable to attend. The Secretariat will be informed of the substitution via email to **Regional Processing Health** s. 22(1)(a)(ii) at least three working days prior to the scheduled meeting.

Responsibilities

- Members have the responsibility and authority to take action to support and maintain the delivery of services under the Garrison, Welfare, and Health Contracts in Papua New Guinea.
- Members and invited attendees are expected to observe the highest standards of ethical conduct. This includes contributing honestly and openly, showing courtesy to other members and disclosing any potential conflicts of interest. Members are also expected to keep classified information confidential and only share information within their own networks to further the work of the JOSPF - PNG.
- A member must disclose to the Chair any situation that may give rise to a conflict of interest, a potential conflict of interest, or a potential perceived conflict of interest. The Chair will make the determination whether there are adequate grounds for excluding a member from any related discussion or decision regarding a conflict of interest issue.

The responsibilities of Members are to:

- monitor and assess service delivery performance;
- raise risks and share information that may impact the Department or other Service Providers;
- work collaboratively to achieve the required departmental outcomes;
- where applicable, consult with s. 33(a)(iii) to inform decision-making;
- review management reports; and
- provide overarching coordination of continuous improvement initiatives from all Service Providers.

Agenda Papers

- Members will be required to contribute to the setting of the agenda, review and progress action items that arise from the meetings. Members are also responsible for preparing agenda papers, as set out by the standing agenda.
- Papers must be provided to the Secretariat by the due date stipulated, allowing meeting papers to be circulated to the members prior to the meeting. Late papers will only be accepted at the Chair's discretion.
- Papers and supporting documents must be prepared in a format suitable for electronic distribution and be viewable/accessible on a tablet device (such as an iPad or Surface Pro).
- Papers must clearly articulate any risks, financial considerations, opportunities, deficiencies and challenges and describe any disparate views.

Confidentiality

Unless indicated otherwise, all papers, documents and minutes are confidential. Members may be provided with other confidential material, which they should not disclose to anyone outside the JOSPF - PNG meeting and should treat with the utmost care and discretion. Members should be aware that documents, minutes and decisions, can be requested by government agencies including, but not limited to, the Commonwealth Ombudsman, the Australian Human Rights Commission and Comcare, and also made available to the public under the following:

- [Freedom of Information Act 1982](#); or
- the Australian Governments Public Data Policy.

Meeting arrangements

The meetings will be convened and facilitated by the Department in Canberra, in accordance with an agreed meeting schedule. Additional meetings or out-of-session meetings may be scheduled as required. In the event that some members are unable to attend, the decision to proceed with, reschedule or suspend the meeting will be at the discretion of the Chair.

The meeting agenda and associated papers will be circulated three days prior to each meeting. Minutes and action items will be recorded and distributed to the members.

Quorum

In order for decisions to be made at meetings there is to be a quorum of no less than half the total current number of members plus one, and must include either the Chair or their nominated proxy and members from the Contracted Service Providers.

Terms of Reference

Terms of Reference will be reviewed annually or as required to ensure the relevancy of JOSPF – PNG meetings. Any proposed amendments to these Terms of Reference must be circulated to all members for consultation and approved by the Chair.

Secretariat

Secretariat – **Regional Processing Health**. Contact details are via email

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

Subject to the particular discussion topics, guests or observers may also be invited to attend the JOSPF - PNG meetings. This will be at the discretion of the Chair, with arrangements to be facilitated through Regional Processing Contracts.

Joint Offshore Service Provider Forum – PNG

Membership List

Organisation	Position	Role
Department of Home Affairs	First Assistant Secretary, Regional Processing & Resettlement Task Force	Chair
	Senior Director, Regional Processing Contracts	Member
	Director, Offshore Health Contracts Section (Change name) to Regional Processing Health	Member
	First Assistant Secretary, Health Policy & Child Wellbeing	Member
	Director, Offshore Operations (Remove)	Member
	Director, Administered Contracts Finance Section	Member
	Director, PNG Program	Member
	Assistant Secretary, Immigration Health Policy & Assurance	Member
s. 47F(1)	Chief Executive Officer	Member
	Medical Director	Member
	Contract Administrator	Member
	Contact Manager	Member

Version	Description	Date
1.0	Start documenting version control within the JOSPF – PNG Terms of Reference document	
2.0	Membership adjusted. To be endorsed 10 August 2021	