

## QUESTION TAKEN ON NOTICE

### BUDGET ESTIMATES HEARING : 26 May 2015

#### IMMIGRATION AND BORDER PROTECTION PORTFOLIO

#### **(BE15/057) - Service Providers - IHMS - Programme 1.3: Compliance and Detention**

Senator Hanson-Young, Sarah (L&CA 21) asked:

Senator HANSON-YOUNG: Mr Windsor, can you take on notice the differences in the services provided under the old contract and the new contract for IHMS?

Mr Windsor: Sure.

Senator HANSON-YOUNG: Can I also ask you to inform us as to how much the department has spent paying the Northern Territory emergency services in ambulance calls to Wickham Point since the change of the contract in, as you say, December 2014?

Mr Windsor: Yes.

Senator HANSON-YOUNG: Thank you.

*Answer:*

Key changes brought by the new *Immigration Detention Health Services Contract* are:

- The reduction of total clinic hours at most facilities to more closely align them with Australian community standards.
- An expanded IHMS Health Advice Service, which provides a 24/7 telephone and teleconference advice facility through which detention services staff can obtain medical advice for detainees, outside of onsite clinic hours.
- A strengthened nurse-led model where detainees are referred to general practitioners (GPs) where triaging nurses determine this is clinically indicated.
- The provision for additional 'surge' capability (greater flexibility to increase health staffing rapidly if required).
- A medication management system in place which enables issuance of up to a week's supply of medication to some detainees, to enable self-administration (excluding Schedule 8 and Restricted Schedule 4 medications). This process is subject to a comprehensive case-by-case risk assessment.
- Consolidation of the number of service providers in Community Detention, whilst ensuring appropriate levels of access to Community Detainees.

Transitioning to the *Immigration Detention Health Services Contract* occurred over three months. The new contract was implemented in the Northern Territory on 11 March 2015.

For the period 11 March to 25 May 2015, there were 70 ambulance attendances at Wickham Point.