

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(SE14/382) PROGRAMME – 3.5 and 3.6: Illegal Maritime Arrival (IMA) Offshore Management

Senator Carr (Written) asked:

- Are you aware of the Letter of Concern from Christmas Island doctors regarding the provision and execution of health care services by IHMS?
- If so, has the Department responded to/addressed the concerns outlined in the 92 page letter?
- If not, why?
- Was information sought from IHMS regarding the report?
- If so, what information was sought?
- Did an investigation take place?
- If so, what were the contents of that investigation?
- Have you discussed the contents of the report with IHMS?
- If not, why not?
- Are you aware as to whether or not IHMS provided a response to the letter?
- If so, did you receive a copy of the response? (if so, ask for it to be tabled)
- Did the Department respond to the concerns?

Answer:

1. Yes.
2. Yes.
3. Not applicable.
4. Yes.
5. A report from IHMS addressing the allegations.
6. Yes, by both the department and IHMS.
7. The basis for the investigation is outlined in the attached letter from IHMS.
8. Yes
9. Not applicable.
10. Yes.
11. Yes
12. Yes.

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for the very comprehensive and well articulated letter of concern received on Monday 25 November from you following your recently completed, (nearly two months), on Christmas Island where you worked within the IHMS medical service.

Thank you also for making time to talk to [REDACTED] and myself on Tuesday Nov 26 to thoroughly articulate your concerns.

We note the co-signatures of 14 other Doctors who had, at some point in time in the past 2 years, been on Christmas Island working for IHMS, and who have supported some or all your concerns/observations.

It is most constructive to receive this feedback as we continually strive to establish an appropriate medical support service in what are extremely challenging circumstances logistically, geographically and operationally in the detention health environment. To this end we will also be contacting each of the cosignatories to engage with them in what is such an important set of issues.

As agreed and planned on Tuesday we would like to invite you to Sydney at your earliest convenience to discuss and better understand some of the systems, processes, policies and operational advances since your time at Christmas Island. Of particular importance is to show you the new Apollo software and demonstrate how many of your concerns on health informatics are being addressed. We will be contacting each of your colleagues to extend this invitation so that everyone can be fully updated. In addition we will confidentially update you on the evolution of the cases you mentioned in the appendices in your report.

We will answer your letter and address not only the points 1.1—1.3 , 1.5—1.6 , 2.1—2.4 and 2.7 as requested, but also we would like to take the opportunity to correct some other statements (made by managers to you or your colleagues) which are erroneous and have contributed to your concerns in practising within IHMS on Christmas Island. We will not have our response completed within the 7 day time frame you have requested but will certainly be able to confirm the December reply date once you are with us in Sydney within the next 2 weeks. We appreciate your patience here as you can imagine the work detailed in responding thoroughly is equivalent to that of your creating the document in the first place.

We look forward to welcoming you in our Sydney headquarters, and hope some of your colleagues will also be able to attend at this time to continue this dialogue.

Yours sincerely

[REDACTED]

[REDACTED]

International Health and Medical Services
Level 3, 45 Clarence St
Sydney NSW 2000
Cc: Co-signatories