JOINT SELECT COMMITTEE ON AUSTRALIA'S IMMIGRATION DETENTION NETWORK *Q106*

Question: Has there been an audit or assessment of the services delivered by IHMS in any of the facilities since the contract was signed in 2008?

Answer: IHMS has undertaken, or commissioned, the following audits or assessments of its services in immigration detention facilities:

- **During 2009**: Internal audit against the RACGP standards conducted by IHMS head office personnel at a number of facilities.
- **April 2011**: Internal audit at Christmas Island facilities against RACGP standards conducted by IHMS head office personnel.
- **May-Jun 2011**: A detailed audit of the management processes and governance of health services, commissioned by IHMS and conducted by International SOS (parent company).
- **June 2011**: Each site conducted a self-assessment against the RACGP Standards
- **Quarterly**: Internal audit of health records and medication records conducted at each site.

The department has commissioned various reviews of health services delivery in detention facilities:

Review of Health Service Delivery Model Christmas Island

The department engaged Phillipa Milne and Associates to provide independent expert advice on the appropriate level of health care services to be provided to people in immigration detention on Christmas Island. The report was completed in June 2010.

Review of Health Service Delivery Model Mainland Detention Facilities

The department engaged Phillipa Milne and Associates to provide independent expert advice on the appropriate level of health care services to be provided to people in immigration detention facilities on the Australian mainland. The report was completed in October 2010.

Royal Australian College of General Practitioners (RACGP) Accreditation Pilot

The department commissioned Quality in Practice (QIP) to review the RACGP *Standards for health services in Australian immigration detention centres*, develop an accreditation process, and provide a Detention Health Standards Report detailing recommended changes to the Standards. QIP provided a final report to the Department in October 2010.

Review of Christmas Island Detention Health Services Clinical Governance Processes

The department contracted Communio to conduct a clinical governance review (the Review) of health services provided to people in immigration detention on Christmas Island. The Review was conducted on 28 April 2011 and 3 May 2011. This work included the development of an audit tool, to enable assessment of the clinical governance arrangements on Christmas Island. Communio presented the findings of the review to the Department on 19 May 2011.