



Australian Government
Department of Social Services

HEALTH INFORMATION IN THE HUMANITARIAN SETTLEMENT PROGRAM

- Humanitarian Settlement Program (HSP) service providers and refugee health services have expressed concerns around the health information provided through the HSP system. The Department of Social Services is working closely with the Department of Home Affairs (Home Affairs) to help address these concerns.
- Home Affairs captures Refugee and Humanitarian entrants' (clients) health information offshore during the visa application process. From this information, the HSP captures information relevant to the settlement needs of clients and provides this information to HSP service providers, through the HSP system, for the delivery of on-arrival settlement services.
- Home Affairs is currently working with the Refugee Health Network of Australia to understand the feasibility of rolling out the *HapLite* system. This system is a secure web-based application that will allow health care providers to obtain the health information captured during the visa application process.

Background

- With the introduction of the HSP, DSS developed a new system to manage the referral of humanitarian entrants from Home Affairs' offshore posts to HSP service providers.
- Health data transferred to the HSP system directly from Home Affairs' systems is limited to information that is relevant to the delivery of the HSP. The HSP System captures 36 data fields in relation to Client health that are directly relevant to the delivery of settlement services on-arrival. This information assists HSP service providers with identifying the types of settlement support that are needed on arrival, e.g. mobility aids, special accommodation requirements and any urgent medical appointments.
- DSS currently generates and attaches detailed health reports to client records in the HSP System for clients who are identified as requiring an escort and/or urgent medical support within 24 to 72 hours after arrival (i.e. those clients with a Potential Medical Alert or Critical Medical Alert status).
- Clients that require a medical escort to facilitate medically safe travel to Australia are given a medical record pack from the International Organization for Migration (IOM). This pack is in a sealed envelope marked "Medical-In-Confidence" and carried by the medical escort. The medical escort directly provides the pack to the onshore settlement service provider or an Australian health service provider during handover.

Feedback

- To provide feedback on health conditions identified on arrival but not identified during the offshore Immigration Medical Examination (IME) please contact health@homeaffairs.gov.au