

# INFORMATION REPORT

Report Completed By		[REDACTED]		Control Log #: SCA14.1271	
Position		Adult Case Worker			
Service Provider		Save the Children Australia			
Report Date		11/11/14	Report Time	11.00am	
Location		RPC3- SAFS			
Persons Involved & Description		Service Provider / Asylum Seeker ID		Description / Involvement	
[REDACTED]		[REDACTED]		Person of Interest	
<b>Detail of Information</b>					
<p>[REDACTED] has informed case manager that she has a number of medical issues that she feels has not been addressed by IHMS. [REDACTED] claims that she has submitted numerous requests to IHMS however have not received an appointment slip. [REDACTED] was unable to determine the dates that she submitted these requests.</p> <p>[REDACTED] has multiple medical concerns that she does not feel are being addressed by IHMS.</p> <p>1) Hemorrhoids- [REDACTED] advised that she was being provided with suppositories from IHMS for hemorrhoid treatment however these have not been effective. [REDACTED] stated she is no longer using these however has not been provided with an alternative treatment method. [REDACTED] has stated that she also has been bleeding excessively.</p> <p>2) Urinary incontinence- [REDACTED] stated that she was being provided with pads and medication to assist with her urinary incontinence however is no longer receiving either of these. [REDACTED] does not understand why this treatment has ceased. [REDACTED] states that the pads that she was receiving were very small and that she required a larger size pad. [REDACTED]'s urinary incontinence is particularly distressing for her and is affecting her mental health because she feels embarrassed about the situation.</p> <p>3) Lump under arm- [REDACTED] states that she found a lump positioned under her arm pit. [REDACTED] attended to IHMS however [REDACTED] states that the nurse was very patronizing and dismissed her concerns. [REDACTED] has stated that she has green fluid secretion from her breasts.</p> <p>Case manager raises concerns in regards to [REDACTED] claims as case manager has witnessed an immense decline and deterioration in mental wellbeing due to not being assessed or attended to properly by IHMS. [REDACTED] is presenting with withdrawn behaviours, disengagement and mistrust of the system due to her basic physical needs not being met.</p> <p>Client [REDACTED] received an acknowledgement of her complaint in the past and was scheduled an appointment on Tuesday 14<sup>th</sup> October at 10am with IHMS Manager. The letter was in English and [REDACTED] was unable to read this and the letter was not explained to her and therefore missed the appointment. Letter is attached.</p> <p>[REDACTED] requires an appointment at IHMS/specialists and requires her physical health to be addressed appropriately. [REDACTED] has submitted a complaint on the 11/11/2014. Complaint is attached.</p>					
<b>Property Loss or Damaged No.</b>					
Signature		[REDACTED]		Date	11/11/14