



Australian Government

Department of Infrastructure, Transport,  
Regional Development and Communications

# Norfolk Island health services

## Transition issues and information #2

November 2021

### Frequently Asked Questions

These Frequently Asked Questions will be continuously updated as more information becomes available, so make sure you check back regularly to find the most up-to-date answers.

#### **Where are you up to with transitioning essential services for Norfolk Island?**

The Australian Government is committed to providing stability to the Norfolk Island community through a long-term partnership that delivers state services, to a standard comparable to similar communities on the mainland.

On 26 October 2021, it was announced the Australian and Queensland governments had signed an Intergovernmental Agreement (IGA) to support the provision of Queensland services to Norfolk Island when current arrangements with the New South Wales Government cease on 31 December 2021.

Under the IGA, Queensland will provide support and oversight of the Norfolk Island Health and Residential Aged Care Service (NIHRACS).

The Australian and Queensland governments are working together to finalise the associated Health Service Delivery Schedule as soon as possible.

Discussions are already well under way between the Australian, Queensland, and New South Wales (NSW) governments regarding the transition of support for NIHRACS.

Officials from Queensland Health visited Norfolk Island in late October to meet with NIHRACS staff and inspect the facilities. Further visits will occur in coming weeks as transition planning continues.

All parties are committed to ensuring a smooth transition of support to NIHRACS, with a key area of focus being patient care.

The Australian Government is committed to ensuring the community and NIHRACS staff experience as little change as possible.

## **Will the Norfolk Island Health and Residential Aged Care Service (NIHRACS) become part of Queensland Health?**

NIHRACS will continue to operate as an independent entity, funded and supported by the Commonwealth.

NIHRACS will be supported by the Metro North Hospital and Health Service (MNHHS) which will take on responsibility for support services currently provided by the South Eastern Sydney Local Health District (SESLHD).

MNHHS is the largest Hospital and Health Service in Queensland and has a wealth of experience in commissioning new services and infrastructure.

## **Will NIHRACS staff contracts and entitlements change with the transition to a new service delivery partner?**

Staff will continue to be employed and managed by NIHRACS directly, with the existing Enterprise Agreement separate to any arrangements with Queensland.

## **What will happen if the transition to Queensland is not finalised before 31 December 2021?**

NIHRACS will continue to coordinate care for those seeking health services on Norfolk Island. The majority of services currently delivered by NIHRACS will continue to be delivered independently including the GP clinic, physiotherapy, dental clinic, counselling and residential aged care.

Norfolk Island residents will still be able to access healthcare in mainland Australia, including in New South Wales, in line with Medicare principles and commitments.

Arrangements for visiting specialists are being considered as part of transition planning.

Some elements of health service delivery will be different from January 2022, while systems and processes are transitioned to new arrangements.

The Department of Infrastructure, Transport, Regional Development and Communication is working with NIHRACS to mitigate any possible disruption to services and ensure the best outcomes for the Norfolk Island community.

## **When are we going to know how the transition will work?**

Transition planning is already well progressed. Now the IGA is signed, we anticipate being able to provide more information on transition arrangements progressively over the coming weeks, particularly following the finalisation of the service delivery schedule.

NIHRACS staff through the NIHRACS Transition Project Manager will be invited to provide input into the development of new support arrangements as transition planning progresses.