

Refugee Wrap Around Services



Purpose

The purpose of the Refugee Wrap Around Services is provide funded health services delivered by general practice to enrolled patients who have legal refugee status.

Introduction

Individuals with refugee status in New Zealand are eligible for publicly funded health services. Due to pre-migration experiences, refugee groups often have high health needs on arrival in New Zealand and require tailored and targeted health interventions.

It is therefore necessary for health services to be culturally and linguistically responsive to the refugee groups that they serve, provide improved access to services to enable early intervention, and to reduce avoidable hospital admissions.

This service provides funding for General Practices to provide primary health care services to their enrolled refugee population and is funded by Te Whatu Ora.

Patient Eligibility

Patients who will benefit from the service are people who have re-settled in NZ through any one of the following programmes:

- Refugee Quota Programme
- Convention Refugees
- Family Reunion Refugees
- Asylum Seeker
- Community Asylum Seeker*

****Community Asylum Seekers are eligible to receive the subsidised services provided under the Primary Care Refugee Wrap Around Services Agreements after their visa has expired and they have submitted an application for refugee status to be processed by Immigration New Zealand. This group are ineligible if their application for refugee status has been declined by Immigration New Zealand unless they have submitted an application to reapply for refugee status to be processed by Immigration New Zealand. In all instances, paperwork confirming that the individual has applied/reapplied for refugee status to Immigration New Zealand should be given to the participating general practice.***

To access service, all refugees must have their Legal Refugee Status identified and official documents scanned into the General Practices' Patient Management System (PMS) **and have resided in New Zealand for 10 years or less.**

Exclusion:

Persons who are born in New Zealand or Refugees who have been in New Zealand for 10 years or more or are Community Asylum Seekers described above as not eligible, will not meet the criteria for receiving these services.

Practice Obligations

In order to access funding for this service, it is expected that the General Practice will:

- Accurately enrol refugees – note that the 10-year eligibility is from the date of the confirmed refugee status not the enrolment date at the practice
- Identify patients who are refugees and gain their consent to identify and document their refugee status in the PMS
- Ensure people from refugee backgrounds receive all the health services they are entitled to within the General Practice
- Provide an initial comprehensive assessment for new refugee patients enrolled at the Practice including analysis of patient files from Mangere Refugee Resettlement Centre, full health assessment, follow-up referrals, use of interpreters, recording relevant health diagnoses into the patient's health record in the PMS, and where relevant involving other family members who may act in a support role
- Document a care plan with care coordination provided by the General Practice team
- Actively offer the (Primary Health) Interpreting Services for Consultations
- Make health promotion resources available in multiple languages in the General Practice
- Identify a refugee champion within the Practice team who is engaged with refugee issues and able to report on them based on the agreed reporting measures
- Ensure Practice staff involved in the delivery of care to refugees have completed the Culturally and Linguistically Diverse (CALD) course modules 1 and 3. Maintain a CALD Attendance Register.
<https://www.ecald.com/>
- Release frontline staff to participate in one full day Cross-Cultural Customer Service training annually
- Provide comprehensive primary health care services including health assessment, treatment, management and follow-up, and access to interpreters for their eligible enrolled refugee populations.

Service Components and Funding

The focus of this funding is for the delivery of wrap around services for refugee patients on a fee-for-service agreement. The package of care includes the following services:

Service Type	Service Description	Funding GST excl
Initial Assessment	One per patient 75-minute consultation + can charge for a 15-minute consultation co-payment = 90 minutes	\$108.37
Extended Consult	30-minute consultation + can charge for a 15-minute consultation co-payment No capped number of consults	\$54.92
Flexi consult	Payment for individualised episode of care No capped number of consults No patient consult fee may be charged	\$36.93

Resources

Auckland Region Health Pathways – [Migrant and Refugee Services](#)

Mōhio Form

Refugee(1014) Information and Eligibility **Main** Claims Decision Support

Refugee Enrolment Details

Consultation Date: 17/07/2023 dd/mm/yyyy

Type of Refugee: Quota

Date of confirmed Refugee Status: dd/mm/yyyy

Refugee Status Expiry: []

Consent: Yes (received)

NHI Match: Yes

Refugee Document: []

Type of Document: Letter from Immigration

Copy of Document Made: Yes

Require Interpreter?: No

Type of Review: Extended Consultation
 Flexible Consultation
 90 Minutes Consultation

Type of Consultation Recall Date in (days): []
The number of days must be 1 or higher

Mental Health Referral Pathways

PHQ-2 score: []

Community Mental Health Centre (ADHB)

RAS – Refugees as Survivors (NGO)

CADS – Community Alcohol and Drug Service (WDHB)

Refer also to Information and Eligibility in the Mōhio Forms suite

For further information about this service or funding, please contact

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