

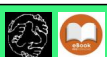
Typed Note

[#%_099VE] 25/12/2016 The EatenFish (RUF-115) depiction of □Faysal Ishak Ahmed collapsed at the psychiatrist compound (VSRA)

Eaten Fish (RUF-115), a cartoon artist who was with Faysal Ishak Ahmed in the VSRA (psychiatrist isolation compound) during the two days before Faysal collapsed. As an eye witness, Eaten Fish described further details on Faysal's illness symptoms :

- => Faysal had continuous, painful coughing for 2 days since he arrived VSRA;*
- => Faysal had been sweating alot; Faysal was heavy (due to fluid ?);*
- => Faysal is heavy in breathing; wheezing sounds;*

*This evidence is extracted from The Guardian article "True Story of Faysal, by Eaten Fish" (25/12/2016) [
<https://www.theguardian.com/australia-news/2016/dec/25/happy-bloody-christmas-the-true-story-of-faysal-by-eaten-fish>]*



Contact



Investigator Jimmi came to me 10 minutes before I get the text from Janet... I was talking to one of the officers at the back of the VSRA compound... Jimmi told me that he wants to have a statement from me and want me to sign it for him. He didn't tell me that Faysal died or maybe he did not know it yet in that stage. I told him I'll tell whatever I saw about the time when Faysal came to VSRA compound. I did not tell but the truth I remember since two days ago that Faysal came to VSRA compound he was not normal... He was coughing all the time or better to say every mmm 4 second ... he was sweaty all day. He was Asking ihms to come to have a chat with him or help him. He couldn't drink cold water. I gave him some warm water and... after a day... He could not breath very well... painful coughings... his eyes different...



1

Doctor ask for a hand from ERT officers because Faysal is quiet heavy but they are looking for the gloves first... and doctor is still asking for help from them but they are smiling and looking for gloves in eachother's pockets...

one of the got the gloves on...

the dayshift nurse still calling doctor if he needs

help and doctor says I need you now in ihms

and she runs to the other side trying to come in the centre...

Doctor is trying to fix Faysal's breathing and asks:

What was he doing before?

Did he vomit?

and I was standing beside whisky 1 and everyone sais he was fine and whisky 1 also agree with that.

I got angry:

Why would you say he was doing fine? He was not

fine... He was coughing for 2 days badly...

He couldn't breath very well...

whisky one with that full of stress face passes the

information I got him to the doctor...

Doctor says that they have to take Faysal to

surgery room before its too late...

Faysal can not breath very well...

I think I heard doctor said Faysal is unconcious.

they put Faysal on the stretcher and take him to ihms centre...

3

Typed Note

[#%_100VE] 31/12/2016 NARRATIVE BY MANUS ISLAND ASYLUM-SEEKER COMMUNITY

Faysal Ishag had been complaining about regular chest pain, muscle tightness and difficulty in breathing. Besides he had sinuses.

He filled out a medical request on 20th September 2016 to see a GP and he saw IHMS-GP1 on the 28th September 2016. He underwent X-ray and blood test and IHMS did not tell him about the outcome of those tests.

When he demanded to know what was wrong with him, he was told that "there was nothing wrong with him".

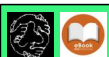
His condition was getting worse and worse day by day. He was put on medication for three months. He continued on that prescribed medications, but there was no improvement in his condition.

He filled out a complaint to ABF telling them that IHMS has failed to properly diagnosed his health problem and he requested help from them so as to be referred somewhere else to be treated.

ABF replied to him with a written response on the 23rd of October and told him they would make an appointment so as to see another IHMS-GP2 for further review. He saw another IHMS-GP2 about that and he was told the same old story that there was nothing wrong with him.

As for sinuses [he saw an] IHMS-GP2 and he was told there was a visiting ear, nose and throat (specialist) but no arrangement was made with visiting specialists. He had been told to be patient as the process would be lengthy.

Faysal used to get suffocated from just smelling cigarettes and perfumes. He requested from Broadspectrum to provide him a room alone so that he could avoid getting suffocate but the answer was no way. Faysal again filled in a request complaining about severe chest pain, muscle tightness and difficulty in breathing. He saw on an IHMS-GP3 on the 21st of December 2016 and he was told by the IHMS-GP3 there was nothing wrong and was told that he was not going to be seen by any doctor again in the future. IHMS cannot help him any more with that problem.

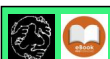


When he come back from his appointment, he was very much affected by the reply of the IHMS that they would be assisting him in the future. He kept saying, "I swear. I am not pretending. This disease would kill me." His condition got worse and worse on that day.

He had instability he could not sit in one place for just three minutes. He kept saying, "I cannot breathe. My heart is not working". And he was sweating a lot we (asylum-seekers) took him to the gate so as to see a doctor. But IHMS refused.

The following morning, his condition became even worse and we took him to the gate and demanded to see our cultural adviser about that. He (Cultural adviser) with another Whisky guard listened to our story that faysal was not normal. He needed to be isolated somewhere and be placed with two security guards so as to watch his steps because he could not sit in one place. He would spend the whole day walking from one place to another, complaining about his chest pain, heart not functioning and difficulty in breathing.

We also advised them to take him to IHMS but did not listened to our advise. At 10:30am on Thursday, the 22nd of December 2016, he was taken to a room in the (VSRA) and they did not take him to a doctor. He was left walking alone from one place to another complaining about his chest pain and saying his heart is not working at all. There was another patient who was nearby in another room in (VSRA) heard him saying "I cannot breath. My heart has stopped." And shortly afterwords, he fell down on his forehead with thick liquid and water came out through his nose and mouth. So the patient who watching this scene cried out to the security guards and after that he was taken to the clinic. (END-NOTE)



The out line of ^① Faysal Ishaq's health problems history: -

Faysal Ishaq had been complaining about regular chest pain muscle tightness and difficulty in breathing. Besides he had sinuses. He filled out a medical request on the 23 September 2016 to see a GP and he saw a GP on the 28 September 2016. He underwent x-ray and blood test and IHMS did not tell him about the out cause of those tests. When he demanded to know what was wrong with him, he was told that there was nothing wrong with him - his condition was getting worse and worse day by day. He was put on medications for three months. He continued on that prescribed medications, but there was no improvement in his condition. He filled out a complaint to a ABF telling them that IHMS has failed to properly diagnose his health problem and he requested help from them so as to be referred somewhere else to be treated. «ABF» replied to him with a written response on the 23rd of October and told him they would make an appointment so as to see another GP for further review. He saw another GP about that and he was told the same old story that there was nothing wrong with him. As for sinuses he saw -

②
a GP and he was told there was a visiting ear, nose and throat but no arrangements were made with the visiting specialists. he had been told to be patient as the process would be lengthy. Faysal used to get suffocated from just smelling cigarettes and perfumes. he requested from Broad Spectrum to provide him a room alone so that he could avoid getting suffocated but the answer was no way.
Faysal again filled in a request complaining about severe chest pain, muscle tightness and difficulty in breathing. He saw a GP on the 21st of December 2016 and he was told by the GP there was nothing wrong and was told that he was not going to be seen by any doctor again in the future and IHMS cannot help him any more with that problem - when he came back from his appointment. he was very much affected by the reply of the IHMS that they would be assisting him in the future - He kept saying 'iswear, I am not pretending that this disease would kill me - He condition - got worse and worse on that day - He had instability he could not sit in one place for just three minutes he kept saying 'I cannot breathe my heart is not working' and he was sweating a lot we took him to the gate so as to see a doctor but IHMS refused -

The following morning ^③ his condition became even worse and we took him to the gate and demanded to see our cultural advisor about that. He with another whiskey guard listened to our story that Faysal was not normal, he needed to be isolated somewhere and be placed with two security guards so as to watch his steps because he could not sit in one place. He would spend the whole day walking from one place to another, complaining about his chest pain, heart not functioning and difficulty in breathing. We also advised them to take him to IHMS but did not listen to our advice. At 10:30 am on Thursday the 22 of December 2016, he was taken to a room in the (VSRA) and they did not take him to a doctor. He was left walking alone from one place to another complaining about his chest pain and saying his heart is not working at all. There was another patient who was near by in another room in the (VSRA) heard him saying "I cannot breathe - my heart has stopped" and shortly after ward, he fell down on his forehead with thick liquid and water came out through his nose and mouth. So that patient who was watching this scene cried out to the security guards and after that he was taken to clinic.

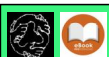
Typed Note

[#%_101VE] 21/12/2016 THE SUDANESE COMMUNITY PETITION TO IHMS

Dear Sir/Madam. We the Sudanese Community in Oscar and Delta Compounds would like to kindly and humbly advise you that the above mentioned person has got a real health problem and his condition is getting worse and worse day by day. He saw a GP today and he was told that there was nothing wrong with him and if he continued complaining about that chest pain, difficulty in breathing and muscle tightness, IHMS would not help him any more. So we have got nothing in our power to help him, but we are kindly and humbly giving you this piece of advise, so as to take it into consideration immediately before it is too late. We want you to find out what is wrong with him and give him the kind of treatment his problem needed instead of hiding the facts from him.

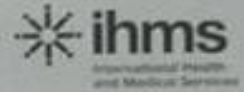
So, if you have not listened to what we have advised you, IHMS will be held responsible to whatever happens to our brother Faysal in the very near future. Last but not least, we have got nothing better than that advice. We are really looking forward to seeing positive response and feedback from you. We enclose our signatures below.

Yours faithfully Sudanese Community.



Contact





Medical Request Form

Date: 21th / 12 / 2016
Name: Faysal Ishag
Boat ID: BPE-63 Language: Arabic
Compound/Accommodation Area: Oscar (5)

What are you requesting?

- Medical
- Mental Health

To Whom it may concern

Dear sir/madam,

Why do you want to see them?

We the Sudanese Community in Oscar and Delta Compounds, would like to kindly and humbly advise you that the above mentioned person has got

Signature: T-O

Date Request Received by IHMS: _____ Time: _____ hrs

Appointment Date: _____ Time: _____ hrs

RN Signed: _____ Name: _____

Appointment With: SMO EMO GP PHN MHN Counsellor Psychologist
Other _____ (Circle as Appropriate)



a real health problem and his condition is getting worse and worse day by day - He saw a GP today and he was told that there was nothing wrong with him and if he continued complaining about that chest pain and difficulty in breathing and muscle tightness, IHMS would not help him any more - So, we have got nothing in our power to help him, but we are kindly and humbly giving you this ~~at~~ piece of advice so as to take it into consideration immediately before it is too late. We want you to find out what is wrong with him and give him the kind of treatment his problem needed, instead of hiding the facts from him. So, if you haven't listened to what we have advised you, IHMS will be held responsible to what ever happens to our brother Faysal in the very near future - Last but not least, we have got nothing better than that advice - We are really looking forward to seeing positive response and feedback from you - We enclose our signatures below -

Yours faithfully
Sudanese Community

Manus Island RPC



21 September 2016

Reference No: FC6967a – BRF063

Compound: OSCAR

Dear Faysal ISHAK AHMED

Please be advised that IHMS has received your complaint letter today, which you completed on 20 September 2016.

Our team will investigate the issues raised in the coming days and provide a written response to you within one week.

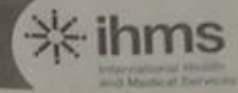
Regards,

A handwritten signature in blue ink, appearing to be 'David'.

Health Services Manager

[#%_103PE] 23/09/2016: FC6967a. IHMS Health Service Manager advise Faysal GP appointment on 28/12/2016

Manus Island RPC



23 September 2016

Reference No: FC6967a – BRF063

Compound: OSCAR

Dear Faysal ASHAK AHMED,

Thank you for your recent correspondence outlining medical issues.

An appointment has been scheduled next week with a GP to discuss your medical concerns. The appointment is on the 28th and you will sent a slip the evening before advising of the time.

Regards,

A handwritten signature in black ink, appearing to be 'A. Ashak Ahmed', written over a faint horizontal line.

Health Services Manager



Contact   

Typed Note

[#%_104PE] 6/10/2016 FAYSAL AHMED COMPLAINT TO BROADSPECTRUM ABOUT GPS

I am writing a complaint about IHMS GPs that I have been seen them for my health issues recently after I collapsed down from heart problem and numb on my arms, hands and finger as well. But it appeared that that there was no ones considered at all from doctors those whom I have seen them as I have told my doctor about my illness. If you need any information just access the last GP I met him.



Contact



Manus Regional Processing Centre

FEEDBACK AND COMPLAINTS FORM

Before completing this form please make every attempt to resolve the matter directly with staff. Completed form to be placed in the feedback & Complaints box provided and collected by Broadspectrum staff daily.

Date: <u>Oct</u>	Client ID: <u>Faysal</u>	DOB:	
Given Name:		Ref #:	
Surname:		Date & time recd:	
Area: <u>OSCAR</u>	Room: <u>B9</u>	Language:	

Have you talked to a staff member about your complaint? Yes No

If Yes, Name: IHMS GP Service Provider: IHMS GPs

Is your complaint about bullying or abuse? Yes No A racial incident? Yes No

Is your complaint about a staff member? Yes No

If Yes, Name: GP Service Provider: GP

Complaint Details: I am writing a complaint about IHMS GPs that I have been seen them for my health issues, recently after I collapse down from heart problem and I have pain on my arms hands and fingers as well but it appeared that that there were no ans considred at all from doctors those who I have seen them as I have told my doctor about about my illness

What would you like us to do about your complaint?
If you need any information just access the last GP I met him

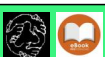
Name of person who helped you with this form (if any): _____

Your Signature: _____ Do you want a response? Yes No

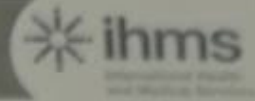
Office Use Only

Actions/Comments:

Date & time sent to translator:	Date Acknowledgement Slip sent:	
Date & time returned from translator:	Date Interim Response sent:	
Date sent to SP:	Resolved Date:	



Manus Island RPC



6 October 2016

Reference No: FC7061 – BRF063

Compound: Oscar

Dear Faysal ISHAK AHMED,

Thank you for your recent correspondence outlining a medical issue.

After reviewing your file it shows that you have been to see the GP concerning your issue and they have explained the management of your care and the next possible plan including a review with the Senior Medical Officer.

You have another appointment with the GP on 12 October to discuss the next step. We advise you attend this appointment to discuss your ongoing issue.

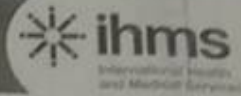
Regards,

A handwritten signature in black ink, appearing to be a stylized 'S' followed by a horizontal line.

Health Services Manager

[#%_106PE] 14/10/2016: FC7105. IHMS Health Service Manager reply to Faysal Complaint

Manus Island RPC



14 October 2016

Reference No: FC7105 – BRF063

Compound: Oscar

Dear Faysal ISHAK AHMED

Thank you for your recent complaint regarding your ongoing health issues causing you weight loss and sleeplessness.

A review of your file shows that you were reviewed by a primary health nurse and Doctor a number of times over the past couple of weeks. Each has discussed your problems at length and ways to resolve these issues. You were offered to see mental health regarding your sleeplessness, which you refused. Your weight has not shown any significant change at this stage.

We note that you have been attending medication rounds regularly and we advise that you continue to do so. You have been referred to see the visiting Ear, Nose and Throat specialist when they are next on the island. Unfortunately we cannot confirm a date for when they are due at this stage, so please be patient. Should your symptoms persist, please fill out a Medical Request Form and await review.

Regards,

Health Services Manager



Contact   

Typed Note

[#%_107PE] 22/10/2016: Faysal scribble note rebutting he suffers mental illness

I also asked doctor to raise my case to SMO to take serious concern about my health issues and I have sinuses problem as you have seen him. I am really want to inform you that my condition is deteriorating [indistinct] this worse and worse everyday. Therefore if any problem happen to me is under your responsibility. I have all this problem.

** swollen arms, hands, fingers*

** heart problem, severe pain*

** stomach pain gastrist*

sinuses or block nose problem.

This are all my physical issues.



I also asked doctor to raise my case to smc to take serious concern about my health issues and I have sunises problem as SOU

have seen him
I am really want to inform SOU that my condition is deteriorating or getting worse and worse every day
therefore if any problem happen to me is under SOU responsibility

I have all this problem

* Swallowing arms hands fingers
* heart problem. severe pain

* Stomach pain Gastritis

SUNISES or block nose problems
this are all my physical issues





Australian
BORDER FORCE

23 October 2016

Dear Mr Ishak Ahmed

Response to your feedback dated 6 October 2016 (FC7061a)

The Australian Border Force (ABF) acknowledges your complaint.

International Health and Medical Services (IHMS) are responsible for medical treatment if you have ongoing medical concerns; IHMS are also able to provide you with information if you are confused about your treatment plan.

The ABF has consulted with IHMS in regards to your complaint and can ensure you that IHMS have and will continue to provide you with the appropriate health services as you require.

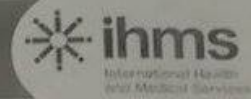
IHMS has advised the ABF that they will arrange an appointment for you to meet with a General Practitioner to discuss your ongoing management plan.

Yours sincerely

A handwritten signature in black ink, appearing to be "M. J. Halliday".

Position Number – 60031723
23 October 2016 2016
Operations Lead - Manus
Australian Border Force

Manus Island RPC



24 October 2016

Reference No: FC7184 – BRF063

Compound: Oscar

Dear Faysal ISHAK,

Please be advised that IHMS has received your complaint letter today, which you completed on 22nd October 2016.

Our team will investigate the issues raised in the coming days and provide a written response to you within one week.

Regards,

PP EB

Health Services Manager

[#%_110PE] 14/12/2016: RE9191. BRS reply to Faysal request for a new mattress

BROADSPECTRUM

Welfare Services, Manus Island RPC

Request Response

Client ID

BRF063

Ref #

REG 91

Compound

EAST

Date Received

14/12/2016

Dear

Faysal

SHAK AHMED

We are writing in response to your request.

We are currently out of stock with MATTRESS. It has been ordered and we are still waiting for the stock to come.

We will advise when it arrives.

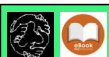
Canteen/Stores



Typed Note

[#%_111PE] 15/12/2016 FAYSAL AHMED COMPLAINT TO BROADSPECTRUM ON GP'S DIAGNOSTICS

To IHMS. Am complaint about my health condition. What I like to know I came to IHMS more than 20 times but till now I don't know my problem. So I would like [to] know exactly what do I have problem. But every time IHMS playing with. So, one thing I want [to] know about my health is are you guys able to treat me or no if tell me in write form. I have chest, heart, high [blood] pressure and also nose block. I have problem in never of [back of my hesd] you guys have all my text there with you. Don't wait treating me.



Manus Regional Processing Centre

FEEDBACK AND COMPLAINTS FORM

Before completing this form please make every attempt to resolve the matter directly with staff. Completed form to be placed in the Feedback & Complaints box provided and collected by Broad Spectrum staff daily.

Date: 15/12/2016	Client ID: BRF 63	DOB:	Office Use Only Ref #: Date & time recd:
Given Name: Faysal ISHAK			
Surname: A #MED			
Compound:	Room #:	Language:	

Have you talked to a staff member about your complaint? Yes No

If Yes, Name: _____ Service Provider: _____

Is your complaint about bullying or abuse? Yes No A racial incident? Yes No

Is your complaint about a staff member? Yes No

If Yes, Name: 10 IHMS Service Provider: _____

Complaint Details: am complaint about my health condition what I like to know I came to ihms more than 20 times but till know I don't know my problem so I would like know exactly what do I have problem but every time ihms playing with so, one thing I want know about my health if are you guys able to treat me or no if tell me in write form. I have chest, heart, high pressure and also nose

What would you like us to do about your complaint? in newer of back of my head you guys have all my text there with you don't want texting me.

Name of person who helped you with this form (if any): _____

Your Signature: _____ Do you want a response? Yes No

Office Use Only Actions/Comments:	
Date & time sent to translator:	Date Acknowledgement Slip sent:
Date & time returned from translator:	Date interim Response sent:

[#%_112PE] 19/12/2016: RE9488. IHMS reply to Faysal request for a bed in clinic

Manus Island RPC



19 December 2016

Reference No: RE9488 – BRF063

Compound: East

Dear Faysal AHMED,

Please be advised that IHMS has received your request letter today, which you completed on 18/12/2016.

We advise that IHMS is not an accommodation area and as such a bed in the clinic will not be provided.

If you wish to request a room in the VSRA you need to contact Wilsons Whisky team and they will assist you with this.

Regards,

A handwritten signature in black ink, appearing to be 'F. Ahmed', is written over a faint horizontal line.

Health Services Manager



Contact   