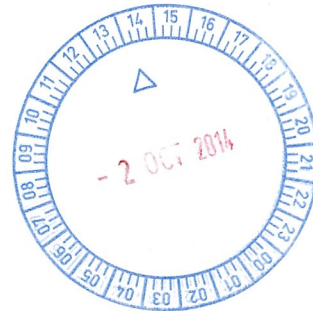




Your Ref :
Our Ref :
Enquiries to : Karen Street



Hon Liz Behjat MLC
Chair
Standing Committee on Public Administration
Parliament House
PERTH WA 6000

Dear Ms Behjat

Re: Standing Committee on Public Administration Inquiry into Patient Assisted Travel Scheme (PATS).

Thank you for your letters dated 27 August 2014 & 10 September 2014.

WACHS Midwest makes available to members of the public the following brochures:

- PATS Travelling Booklet – A Guide for Patients and Carers: This booklet is available in alternative formats on request for people with a disability, those of Aboriginal and or Torres Strait Islander decent or non-English speaking background. Information on how to access this brochure in alternative formats is outlined on the back cover. This is our most utilised brochure.
- Meet and Assist Brochure: This brochure is currently out of print however copies are still available in the PATS offices.

Brochures are displayed at all WACHS Midwest PATS Offices and are given to clients on their first contact with PATS staff. In addition the brochures are given to local Aboriginal Medical Services and Private Medical Centres to display.

In addition PATS staff in Exmouth have developed localised flow charts and 'Frequently Asked Questions' information sheets to raise awareness of PATS procedures and guidelines. These are placed inside every PATS application form and placed in appropriate waiting rooms. This additional information process will be implemented across all WACHS Midwest Sites.

PATS staff are encouraged to use the Translating and Interpreting Service (TIS) should this be required. Aboriginal Liaison Officers are employed throughout our region and can assist clients to make PATS application as needed.

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45 Cathedral Ave, Geraldton
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Our Values: Community | Compassion | Quality | Integrity | Justice

All flights are booked in consultation with patients to make certain their needs are met, including ensuring there is adequate luggage allowance provided. We have not had any issues within our region with clients not being able to check in luggage.

If you have any further queries do not hesitate to contact Karen Street A/Director Population Health on 9956 1962 or Karen.Street@health.wa.gov.au.

Yours sincerely



Margaret Denton
REGIONAL DIRECTOR
19 September 2014