



Your Ref :
Our Ref : ED-CO-15-8756
Enquiries to : Ron Wynn 08 9174 1650

Hon Liz Behjat MLC
Chairman
Standing Committee on Public Administration
Patient Assisted Travel Scheme
Parliament House
PERTH WA 6000

Dear Ms Behjat

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

Thank you for your letters dated 27 August 2014 and 10 September 2014 requesting details on how information in the Pilbara regional PATS offices is made available to members of the public, including Aboriginal people and the guidelines used relating to luggage allowance for PATS patients travelling by air.

1. How information from each PATS Office in the region is made available to the members of the public and how and where this information is displayed

Please note below details on information displayed and available in the WA Country Health Service (WACHS) Pilbara sites;

HOSPITAL	HOW DISPLAYED
Hedland Health Campus	Posters displayed PATS flow. Business cards. Applications. Specialist forms. Cover sheets. Reimbursement forms.
Nickol Bay	Business cards.
Roebourne	Carers booklet.
Onslow	Nothing displayed.
Newman	Trial poster on display only.
Tom Price	Trial poster displayed. Business cards on display.
Paraburdoo	Nothing displayed.
Marble Bar	Nothing displayed
Nullagine	Trial poster
MEDICAL CENTERS	
Tom Price	Poster applying for PATS

WA Country Health Service – Pilbara
Hedland Health Campus
Letters: PMB 12, South Hedland WA 6722
Tel: (08) 9174 1000 Fax: (08) 9174 1036

Newman	Trial poster.
Pannawonica	PATS poster of steps to apply.
Punmu Community	Nothing displayed
Mawarnkarra	Nothing displayed
Sonic Health Hedland	Nothing displayed
Wirraka Maya Hedland	Pamphlet on display explaining PATS (in-house)
Port Hedland Medical Center	Nothing displayed.

All areas have been visited by the PATS manager in the last year requesting display of the PATS flow chart and business cards. Follow up visits throughout the region will ensure that up to date information is available and on display.

Information is also available publically on the internet at <http://www.wacountry.health.wa.gov.au/index.php?id=pats>. This comprehensive website contains the relevant information and application forms to assist members of the public apply for PATS.

2. What procedures are in place in the region for Aboriginal people and people from a non-English speaking background.

Aboriginal Liaison Officers (ALO's) are based at Hedland Health Campus, Nickol Bay Hospital and Newman District Hospital. These ALO's are available to support other sites where an ALO is not available to interpret on behalf of the patient.

The Aboriginal Hospital Liaison Service Pamphlet including Meet and Assist is available in alternate format on request. The service supports and coordinates specialist appointments and transport in Perth for Aboriginal people from rural and remote areas. Where appropriate a support person (family or community member) may also be used to interpret English into the Aboriginal language group if other Interpreter services are not available.

PATS staff can also utilise the Translating and Interpreting Service (TIS) to assist clients from a non-English speaking background.

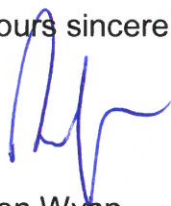
3. Details of PATS air travel guidelines followed when making air travel bookings for patients and provisions made for checked-in luggage allowance.

Pilbara PATS staff utilise Carlson Wagonlit Travel (CWT) to book PATS flights. All flight booking types used via CWT including, Saver, Flexi, Fully Flex and Business Class have a checked luggage allowance. The 'Saver Lite' fares (without luggage) are generally the cheapest fares offered, however are not

available for purchase via CWT contract. Therefore these types of air fares are not used, where Pilbara PATS staff arrange the booking.

I trust that the above responses address the queries raised in your correspondence.

Yours sincerely



Ron Wynn
Regional Director
WA COUNTRY HEALTH SERVICE PILBARA

06 February 2015

