

22nd April 2014



Ms Lauren Mesiti
Committee Clerk
Standing Committee on Public Administration
Legislative Council
Parliament House
PERTH WA 6000

Re: Inquiry into the Patient Assisted Travel Scheme

The Hon Liz Behjat MLC

Thank you for the opportunity to provide feedback into the enquiry on the Patient Assisted Travel Scheme (PATS).

Bega Garbiringu Health Service (Bega) is an Aboriginal Medical Service based in Kalgoorlie. Please find below some points that are relevant to Bega:

- PATS do not take into consideration that many of our clients are unfamiliar with Perth city, therefore they often miss appointments as they are unsure how to get there.
- Many times when the Doctor has stated our client requires an escort to the appointment, PATS staff refuse to provide for this. We then have to go through the process of explaining why the request was made.
- Frequently PATS staff do not supply cab charges or assistance for our clients to get to and from the airport or train station.
- There have been occasions where travel has been booked but no accommodation had been organised as the client has not asked.
- There have been instances where PATS staff have booked travel & accommodation but have not explained details to the client when handing over paperwork.
- Accommodation has been booked without considering other options closer to the hospital being attended.
- No discussions with client about which accommodation options are available and have not given advice to cancer patients about specialised accommodation being available.
- Some accommodation provides a transport service however this information is not passed on to the client.
- There is a Travel Assistance office in Perth for country patients but clients are not advised of this by PATS staff.

Yours sincerely

Wayne Johnson
Chief Executive Officer