



Government of Western Australia  
WA Country Health Service

Your Ref :  
Our Ref : ITS 9789  
Enquiries to : Peter Klauz (08) 9690 1315



Hon Liz Behjat MLC  
Standing Committee on Public Administration  
GPO Box A11  
PERTH WA 6837

Dear Ms Behjat

Firstly I would like to thank you for your inquiry into the Wheatbelt Patient Assisted Travel Scheme (PATS). As part of our commitment to the Wheatbelt community in association with the WA Country Health Service (WACHS), we are delighted to be trialing a new PATS process commencing 22 September 2014 for three (3) months.

Currently PATS information is publicly available and electronically accessible from the WA Country Health website <http://www.wacountry.health.wa.gov.au/pats>. We understand that electronic access may not be available to all users and therefore WACHS offers a PATS guide for patients and carers. This is available upon request from PATS offices across the region. Furthermore, PATS posters are displayed in clinics across the Wheatbelt in an attempt to raise consumer awareness about the services PATS offers.

For the duration of the PATS trial, WACHS Wheatbelt will provide ongoing support and access to members of the public as follows:

- Local newspaper publications
- Local radio notifications
- PATS trial information posters – displayed in PATS distribution offices
- Newly designed and streamlined PATS application form
- Extensive client information and process summary sheet attached to PATS application form
- Centralized patient information help-desk for all PATS enquiries
- PATS Regional Office business cards displaying help-desk contact number for all PATS stakeholders
- WACHS website updates to inform clients of the trial

Shop 4, 78 Wellington Street NORTHAM WA 6401  
Letters: PO Box 690, NORTHAM WA 6401  
Tel: (08) 9622 0700 Fax: (08) 9622 0701  
ABN 28 680 145 816  
[www.wacountry.health.wa.gov.au](http://www.wacountry.health.wa.gov.au)

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To assist all Aboriginal community members across the region with information pertaining to the PATS system, we employ Aboriginal health workers, Aboriginal Liaison Officers and Aboriginal health Clinical Nurse Managers. As it is the daily workings of this team that often alert specialist needs in the first place, they are able to provide Aboriginal people with the coaching and necessary resources to complete the PATS application process. Services are currently based in Northam, Narrogin, Merredin and Moora, with a regular presence in Kellerberrin, Quairading and Pingelly. All other towns are accessed by visiting services, or people are able to seek information about PATS by telephone.

To assist those members of the community from non-English speaking backgrounds, WACHS Wheatbelt utilizes the Australian Government's Translating and Interpreting Services (TIS) initiative. This provides PATS clients and Wheatbelt employees with access to more than 170 languages and dialects.

Should you wish to discuss this further, please do not hesitate to contact Beverley Hamerton, Operations Manager Western on (08) 9690 1315.

Yours sincerely,

Beverley Hamerton  
Acting Regional Director  
WA Country Health Service Wheatbelt  
10 September 2014

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