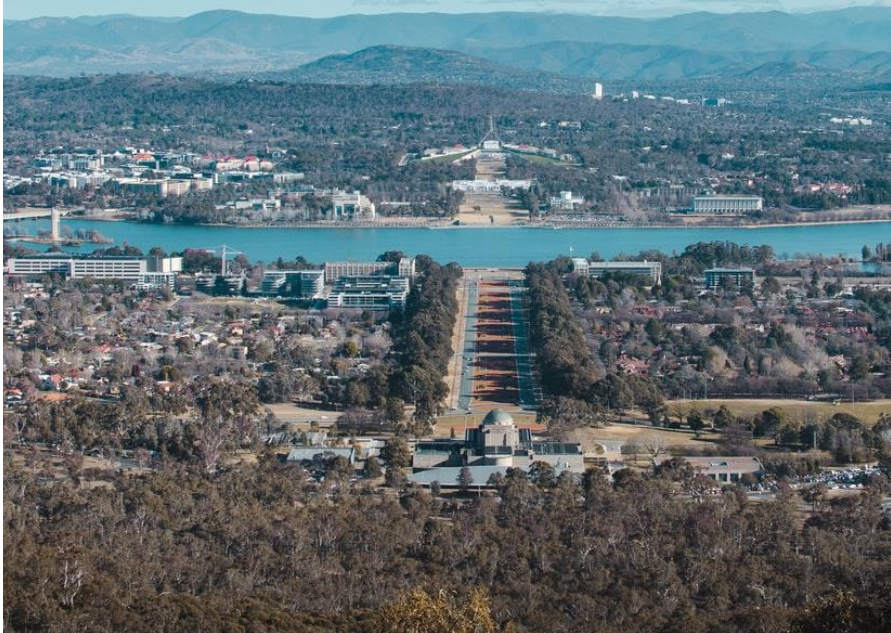
ACT Government | Canberra Health Services

Interstate Patient Travel Assistance Scheme



Assessment Guidelines

July 2023

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Scheme summary

The aim of the ACT Interstate Patient Travel Assistance Scheme (IPTAS) is to support permanent residents of the ACT to access specialist medical treatment and oral surgical health care (excluding routine dental work) outside of the ACT by assisting with travel and commercial accommodation costs.

ACT IPTAS is not a full reimbursement scheme. There are limits for how much we can pay you, which may be less than your total costs. We cannot pay you more than your total costs.

ACT IPTAS is available where the medical treatment and/or specialist oral health surgical treatment you need is not available in the ACT either publicly or privately.

Eligibility criteria

You are eligible for IPTAS if you are:

- a permanent resident of the ACT
- enrolled, or eligible to be enrolled with Medicare, including asylum seekers
- not receiving, or eligible for, financial assistance for travel and accommodation from third party insurance or other Australian State and Territory government services
- referred for medical care interstate by an ACT or Queanbeyan registered medical professional
- referred to the service closest to the ACT that provides the medical care you need.

You are not eligible for IPTAS if you are:

- travelling for medical treatment you need while you are interstate
- travelling to seek a second opinion
- travelling to receive medical care from a health professional of your choice when that type of care is available in the ACT either publicly or privately.

The information in these guidelines is general. Your situation may be different. We will assess whether you are eligible for ACT IPTAS each time you submit a claim. If you do not meet the eligibility criteria we will not be able to pay your claim.

You can read more information about eligibility in Detailed eligibility criteria.

Detailed eligibility criteria

Residency

To be able to receive financial support from ACT IPTAS you must meet the residency criteria. If we ask you for evidence, you can prove that you live in the ACT by showing us your registration on the electoral roll, a current driver's licence, or utility accounts or rental receipts showing where you usually live.

Resident of ACT or the Jervis Bay Territory

You will meet the residency criteria if:

- your usual principal place of residence (home) is in the ACT or the Jervis Bay Territory
- you are either an Australian citizen, a permanent resident, a visa holder or a temporary resident.

Dual resident

You may meet the residency criteria if you are a dual resident.

You are a dual resident if you regularly live in more than one place. This includes if you live in two homes (one outside of the ACT) or are a student going to boarding school interstate. We will need to see proof of dual residency. This can include council or utility notices for each location or written confirmation from your education provider.

We will consider where you travel from to get to your appointment when deciding if you are able to receive financial support from ACT IPTAS.

A patient who stays for any amount of time in a holiday home or who relocates during treatment, including to stay on a pre-transplant waiting list, is not considered a dual resident.

Itinerant workers

An itinerant worker is someone who has no fixed place of employment and stays in accommodation at their temporary job location. You will meet the residency criteria if you are travelling to your appointment from a temporary job location in the ACT. We will need to see written confirmation from your employer that you are itinerant.

We will consider where you travel from to get to your appointment when deciding if you can receive financial support through ACT IPTAS.

Patients with no fixed address

If you have no fixed address you will meet the residency criteria if you travel to treatment from within the ACT. We will base your eligibility on where you are at the time your referral is made. If needed, these people can confirm your location in writing:

- a welfare or social worker
- a health professional from either the referring or treating health service.

We don't consider long term travellers to have no fixed address unless they will not return to a permanent residence at the end of their travel.

Organ and tissue donation

You will meet the residency criteria if you are an Australian citizen or permanent resident, living anywhere in Australia, and are donating an organ or tissue to a patient who lives in the ACT.

An ACT resident who donates an organ or tissue to someone living interstate cannot make a claim through ACT IPTAS. The ACT donor should seek financial assistance from the recipient's state or territory health service.

You can find contact information for state and territory health services in Appendix 2.

Medicare enrolment

To be able to receive financial assistance through ACT IPTAS, you must be enrolled with Medicare and have a valid Medicare card, or be eligible to enrol.

A baby (up to the day of their first birthday) is enrolled if their parent has a valid Medicare card. After their first birthday, the baby is considered a child and must have their own enrolment with Medicare to be able to receive financial support through ACT IPTAS.

An overseas visitor to Australia cannot make a claim with ACT IPTAS, even if they have a Medicare card under a Reciprocal Health Care Agreement.

Financial assistance from other services

To be able to receive financial support from IPTAS ACT, you must not receive, or be able to receive financial assistance for travel and accommodation from other services. If you receive financial assistance from ACT IPTAS and then receive assistance from another service, you may need to pay back the money you receive from ACT IPTAS.

Department of Veterans' Affairs (DVA)

If you receive a pension or benefit from DVA, you may be able to get financial assistance under the Repatriation Transport Scheme. You must check this with DVA before applying to ACT IPTAS. If you receive financial assistance from DVA you cannot receive assistance from ACT IPTAS.

Other Australian federal, state and territory government schemes

If you can receive assistance for travel and accommodation from another Australian government scheme, you cannot receive financial assistance through ACT IPTAS.

If you can only receive travel assistance from another scheme (for example through government funded community transport) you may be able to receive financial support for accommodation costs through ACT IPTAS.

You can find contact information for state and territory health services in Appendix 2.

Workers' compensation insurance

If you can receive compensation for a work-related injury you cannot receive financial assistance through ACT IPTAS.

You may be able to receive financial support through ACT IPTAS if you are travelling for medical care that is not related to your work-related injury.

If you receive assistance from ACT IPTAS and then receive a payment from workers' compensation, you must pay back the money you received from ACT IPTAS for treatment relating to your insurance claim.

Motor vehicle insurance

If you are involved in a motor vehicle accident, you may be able to get personal injury benefits or a lump sum compensation payment from your compulsory third party (CTP) insurer. If you can make a claim through your CTP insurer, you cannot receive financial assistance through ACT IPTAS. If you need financial assistance before the settlement of your claim, you should contact your insurer.

You may be able to receive financial assistance through ACT IPTAS if you can give us written confirmation from your insurer that you cannot claim benefits through insurance.

If you receive financial assistance from ACT IPTAS and then receive benefits or compensation from your insurer, you must pay back the money you received from ACT IPTAS for treatment relating to your insurance claim.

Private health insurance

If you have private insurance, you must claim any travel and/or accommodation rebate from your health fund before claiming from ACT IPTAS. Any rebate from your health fund will be deducted from any amount payable through IPTAS.

Travel insurance

You cannot receive financial assistance from ACT IPTAS if you can make a claim through your travel insurer.

If you receive financial assistance from ACT IPTAS and then receive benefits or compensation from your insurer, you must pay back the money you received from ACT IPTAS for treatment relating to your insurance claim.

You may be able to receive financial assistance from ACT IPTAS if you can give us written confirmation from your insurer that you cannot claim benefits through insurance.

Third-Party Organisations (TPO)

A Third-Party Organisation (TPO) is a registered charity, not-for-profit (NFP) organisation or non-government organisation (NGO) that provides you with financial assistance or organises travel and accommodation services. If you have received financial assistance from a TPO you can claim accommodation assistance from ACT IPTAS or ACT IPTAS can pay an accommodation subsidy to the TPO, up to the maximum amount claimable in Appendix 4.

Aboriginal Community Controlled Health Services

Aboriginal and Torres Strait Islander health services may help you by transporting you to and from treatment. We cannot reimburse you for this service.

Referred treatment

To be able to receive financial assistance through ACT IPTAS you must be referred for treatment to the place closest to the ACT where you can get the medical care you need.

Your GP will usually make the referral. If you are not referred by your GP, you may also be referred by:

Practitioner type	Referred to
Dental Practitioner	• Medical practitioner whose specialty is oral and maxillofacial surgery • Dental practitioner whose specialty is orthodontics
Medical Practitioner	• Different medical practitioner
Midwife	• Medical practitioner whose specialty is obstetrics and gynaecology
Optometrist	• Medical practitioner whose specialty is ophthalmology

If you are donating an organ or tissue to an ACT resident, you do not need to give us a referral.

Nearest health service

We cannot reimburse you for travel outside of Australia.

A health service is the closest to the ACT if it is the shortest geographical distance from your permanent residence, regardless of which state or territory the health service is in.

We rely on information provided on Part B of the form by the referring doctor to confirm if you meet these criteria.

We may approve travel to a health service that is not the closest to the ACT if:

- you need urgent treatment and the nearest health service cannot provide care urgently
- the nearest health service cannot give you the treatment you need
- the nearest health service refers you for a second opinion
- the nearest health service has a waiting list and your referrer tells us that delaying treatment would likely result in emergency admission or would badly affect your health
- you don’t have an escort and your referrer tells us that the family support available at a more distant health service will result in better health outcomes for you.

If you travel to a health service that is not closest to the ACT because of family support and you have an escort, we will give you the amount you would have received if you had travelled to the place closest to the ACT.

Outreach and visiting services

You may be able to receive financial support from ACT IPTAS if you see a medical specialist in the ACT but must travel interstate to access the equipment the specialist needs for additional treatment. This travel should be to the health service closest to the ACT.

Health services

To be able to receive financial assistance through ACT IPTAS, you must travel to an appointment or receive medical care at an eligible health service.

Eligible health services include some:

- specialist medical services
- specialist dental services.

Specialist medical services

Eligible specialist medical treatment

General practice is not considered eligible specialist medical treatment even if the GP is registered as a general practice specialist.

Eligible medical practitioner

A medical practitioner is eligible if they are listed in the Australian Health Practitioner Regulation Agency's (AHPRA) Register of practitioners, their profession is 'medical practitioner,' and their registration type is 'specialist'. You can check this at https://www.medicalboard.gov.au/

Clinical trials

A clinical trial is an eligible specialist medical service. You may be able to receive financial assistance through ACT IPTAS if you are taking part in a clinical trial done by an eligible medical practitioner.

Before making an ACT IPTAS claim, check with your clinical trial operator whether they can help with transport and accommodation costs, any rebate given would be deducted before processing an ACT IPTAS claim.

Dental services

We can only provide financial assistance for some dental services. In most cases, we cannot help with costs for general dentistry.

Oral surgery

You can receive financial assistance through ACT IPTAS for oral surgery if:

- it is done by an eligible dental practitioner, and
- it is done in an operating theatre, and
- general anaesthesia is used.

A practitioner is an eligible dental practitioner if they are listed in AHPRA's register of practitioners and their profession is 'dental practitioner'. You can check this at https://www.medicalboard.gov.au/

We cannot reimburse costs for services where a patient has local anaesthetic, even if they are performed by an eligible dental practitioner.

Allied health services

We cannot reimburse costs if your treatment is for an allied health service.

Prosthetic or orthotic services

We cannot reimburse costs if your treatment is for prosthetic or orthotic services.

Travel

Before giving you financial assistance through ACT IPTAS, we will make sure you meet the travel criteria.

If you become ill while you are interstate with a condition that can be treated in the ACT, you cannot receive financial assistance through ACT IPTAS.

If you become ill while you are interstate with a condition that cannot be treated in the ACT, you may be able to receive financial support through ACT IPTAS for travel costs. The payment will be the same as if you travelled from home in the ACT to the place closest to the ACT where you can receive the medical care you need.

An escort is an adult who travels and/or stays with you and gives you medical or personal care support during your treatment. If you are an adult, you may receive financial assistance through ACT IPTAS for one escort, if your referring doctor or treating doctor say you need one.

You may receive financial assistance through ACT IPTAS for two escorts if you are:

- an Aboriginal or Torres Strait Islander person or
- a child under 18 years old.

You can find out more about these payments in Subsidies.

Jervis Bay Territory Residents Travel

If you live in the Jervis Bay Territory (JBT) you must travel a minimum of 100km to receive medical care to be able to receive financial assistance through ACT IPTAS. We cannot reimburse costs for travel to medical care that is less than 100km from your home.

You can receive financial assistance through ACT IPTAS if you live in JBT and travel to Canberra for medical care.

Subsidies

You can read more about the subsidy rates in Appendix 4.

Travel subsidy

In most cases, we will pay you a subsidy for travel from your home to the closest health service and back to your home. This is called a return trip. To receive this payment, you must meet the other criteria for ACT IPTAS.

We can only reimburse travel costs when we receive receipts with your ACT IPTAS claim.

Private vehicle

You can receive financial assistance from ACT IPTAS when you travel using a private vehicle. If more than one patient is travelling in the same private vehicle at the same time, we will only pay the subsidy to one patient.

We consider a rental or hire car to be a private vehicle, however we do not reimburse the cost of the hire. You can read more about the subsidy rate in Appendix 4.

Public transport

You can receive financial assistance from ACT IPTAS when you travel using public transport to travel from Canberra to the city that you are receiving treatment, for example travelling by bus or train from Canberra to Sydney. The amount you receive will be the same as the cost of your ticket up to the maximum limit.

If you have an escort travelling with you, you will also receive a payment for the cost of your escort's ticket, up to the maximum limit.

To be able to reimburse you the cost of your ticket, we need to see:

- an itemised tax invoice, or
- a statement from your travel card provider, or
- a ticket that shows the travel details and cost.

In most cases we will only reimburse you the cost of an economy class ticket. We may be able to reimburse you a higher amount if you have a letter from your health professional saying:

- you are not able to travel by economy class because of your health condition, or
- your health condition will get worse if you travel by economy class.

You can read more about the subsidy rate in Appendix 4.

Commercial air travel

Approval for travel by air

You may be able to receive financial assistance from ACT IPTAS to travel by air if your health condition means that other ways to travel are unsuitable for you.

Before we can give you an approval to travel by air, we need your referring medical professional to fill out Part B of the ACT IPTAS form, stating that you need to travel by air and explaining the medical reason.

We may be able to book and pay for the flights on your behalf where advance notice is provided to the ACT IPTAS office.

We only consider distance and urgency to be reasons for air travel in special circumstances.

We will only reimburse you the cost of an economy class ticket.

If you travel with an escort, we will reimburse you for the cost of their ticket at the economy rate.

To be able to reimburse you the cost of you ticket, we need to see:

- an itemised tax invoice or
- a flight itinerary that displays the travel details and cost or
- a ticket that shows the travel details and cost.

If we have not approved you for air travel and you fly on a commercial airline, we will reimburse you whichever is less from:

- the cost of your ticket (economy class) or
- the amount we would pay if you travelled in a private vehicle.

Exclusions

We cannot give you financial assistance through ACT IPTAS for:

- taxis
- ride sharing (such as Uber)
- intercity rail or bus
- cost of a hire car (you can claim the cost of fuel used for a return journey)
- tolls
- meals.

Booking fees

We will use the total amount of your ticket when we calculate what we will reimburse you. This includes the booking fee.

Travel concessions

If you have a travel concession you may be able to travel for free or at a reduced cost. We will use the total amount you paid toward your ticket when we calculate what we will reimburse you.

Pensioner travel vouchers

If you are a pensioner, you may be able to travel for free travel using pensioner travel vouchers. We cannot reimburse your costs if you use these vouchers and pay to upgrade your travel.

Loyalty programs

We cannot reimburse you if your travel is covered by a loyalty program. You may be able to receive financial assistance through ACT IPTAS for travel costs if your loyalty program does not cover the full cost of your travel. If this happens, we will use the rate we normally pay for the kind of transport you are using when we calculate what we will reimburse you.

Emergency transport

We cannot provide financial assistance through ACT IPTAS if you travel by emergency transport such as an ambulance or helicopter.

Escort travel

You may receive financial assistance through ACT IPTAS for your escort if your escort is with you while you travel.

If the patient is:

- under the age of 18 and
- is airlifted to the treating health facility and
- the escort is unable to travel with them

we will reimburse travel costs for the escort one way to the treating location, up to half the maximum rebate.

We cannot reimburse you for travel between your home and your escort's home

Accommodation subsidy

You can receive financial assistance through ACT IPTAS for accommodation if:

- it is unreasonable for you travel to the health service and back home in one day
- your treating health professional says you need to stay near the health service before or after your medical care. This must be for medical reasons

- you stay in accommodation during outpatient treatment

We cannot give you financial assistance towards your accommodation costs for any nights you spend in a health facility.

Commercial accommodation

You can receive financial assistance through ACT IPTAS for accommodation costs if you stay in:

- a hotel or motel
- a hostel
- a bed and breakfast (B&B)
- an AirBnB
- accommodation linked with Ronald McDonald House and other not-for-profit providers.

We will pay you more if you have an escort staying in the accommodation with you.

To be able to reimburse you for your accommodation costs, we need to be provided with an itemised tax invoice. We cannot reimburse you without one.

You can see the rates we will reimburse in Appendix 4.

In-patient hospital accommodation

If you stay overnight in a health facility, we cannot give you financial assistance through ACT IPTAS for that night.

If you have an escort who is staying in accommodation while you are staying overnight in hospital, we can give you financial assistance for the escort's accommodation costs.

If the person you are escorting dies

If you are escorting a person who dies during treatment, we may provide financial assistance to help with the travel costs for you to return home to the ACT. We cannot help with the cost of transporting the person who has died back to the ACT for burial.

Applying for assistance

Application forms

Please make sure we receive your application within 6 months of your medical appointment or the day you left hospital. We may not be able to pay you after this time.

Please give us your application after you have received your medical care. In some cases, we may be able to provide you with financial assistance before your treatment is finished. You can contact the ACT IPTAS Administrator to find out more about this on 02 5124 9082.

You can get an application forms online at www.health.act.gov.au/iptas or by calling ACT IPTAS on 02 5124 9082.

Once you have completed the ACT IPTAS form and have attached your receipts please:

- email them to iptas@act.gov.au
- deliver them to the Canberra Hospital Main Reception Desk
- post them to the ACT IPTAS Office, PO Box 11, Woden ACT 2606
- deliver them to the reception desk at one of the Community Health Centres at Tuggeranong, Belconnen, Phillip, City or Gungahlin.

Application for travel and accommodation assistance form

You must give us a separate application form for each return journey you make.

The ACT IPTAS claim form has three parts:

- Part A – this needs to be completed by you (the patient) or your guardian.
- Part B – this needs to be completed by the ACT (or Queanbeyan) referring health professional. If you will be travelling regularly for the same health condition, we will need this part of the form filled out every 2 years.
- Part C – this needs to be completed by your treating Doctor (interstate) or their authorised representative on the date you have your appointment or on the day you leave the health facility.

Statutory declarations

In limited situations we may accept a statutory declaration as evidence of your costs instead of receipts. This may include if you make your initial application after your travel and, as you were not aware of the scheme, you did not keep receipts. We will not accept statutory declarations instead of receipts for any travel after this initial claim. To find out whether a statutory declaration will be accepted, please contact the ACT IPTAS Administrator on 02 5124 9082.

Authorised representatives

An authorised representative may complete relevant parts of the ACT IPTAS application form for the treating practitioner. An authorised representative is a person who can confirm your hospitalisation or appointment date(s) and is employed by the same service as the person they are completing the form for. Authorised representatives may be:

- medical staff, including registrars and interns
- administrative staff, including patient liaison officers
- nurses
- social workers.

Assessment of applications

We aim to assess applications and process payments within 4 to 6 weeks of receiving them. We will contact you if we need more information.

Payments

We make all payments by electronic funds transfer (EFT) to the bank account you ask us to use. If you don't give us your bank details, we will send a cheque to the postal address you write on the claim form.

You will need to pay us back if:

- we cannot confirm your application or treatment details
- you give us information that isn't true or is misleading
- we have made a mistake calculating how much we should pay you
- you get financial assistance for travel and accommodation from another service.

Bulk billing

Bulk billing is when ACT IPTAS pays an accommodation service directly for your and/or your escort's accommodation costs. This may happen if you or your escort:

- stay in an accommodation facility that will invoice ACT IPTAS
- get approval to be bulk billed before you/your escort leave the accommodation facility.

To get approval, your referring health professional will need to complete Part B of the ACT IPTAS application form. The accommodation facility will need to send this form to ACT IPTAS before you/your escort leave the accommodation facility.

When you/your escort leave the accommodation facility you must give them Part A and Part C of the application form (completed). The accommodation facility will send this to ACT IPTAS with the accommodation invoice.

INFORMATION FOR ACCOMMODATION PROVIDERS

All invoices must include the accommodation check in and check out dates and the accommodation costs. Please send the invoice to ACT IPTAS at the end of the stay. If the stay lasts more than one month, you may submit monthly invoices.

Please address invoices via email to IPTAS@act.gov.au or to:

ACT IPTAS Administrator

The Canberra Hospital

PO Box 11

WODEN ACT 2606

The maximum IPTAS subsidy rates will be the same. You will need to pay any costs above the maximum subsidy rate.

Auditing and record keeping

We regularly audit to confirm application and treatment details. We may ask you to prove that you received your medical care. We may ask you to show us:

- an ACT IPTAS application form with Part C completed
- a Medicare benefit statement
- a medical certificate or hospital discharge papers
- an appointment schedule (This is only if you are having long term outpatient treatment like radiation therapy.)
- a letter from the health professional or health service telling us you received medical care from them.

If you are only receiving financial assistance for transport through ACT IPTAS, you can show us a letter of attendance or a Medicare statement showing the name of your specialist and the date of your medical care instead of Part C of the application form.

We cannot reimburse you if we cannot confirm any application or treatment details.

If we find that you have deliberately given us false or misleading information, we will take appropriate action.

Appeals

If you do not understand or agree with a decision we make, you should contact the ACT IPTAS office by email (iptas@act.gov.au) or phone (02 5124 9082). We will check the decision, explain why we made the decision and correct any errors.

If you think the decision made by ACT IPTAS is incorrect you may appeal the decision. An appeal must be submitted to ACT IPTAS in writing within 90 days of the date of the application decision. The appeal should include additional relevant information that was not included in the original application.

An appeal will be assessed within 10 working days of the appeal being received by ACT IPTAS. If more information is required and a decision cannot be made within 10 working days, ACT IPTAS will contact you to give an updated timeframe.

Privacy

ACT IPTAS is committed to treating your personal and health information in accordance with privacy law and complies with its obligations under the *Health Records and Information Privacy Act 2002*.

Feedback

Consumers can provide feedback by filling in a Listening & Learning Feedback form, by emailing feedback to HealthFeedback@act.gov.au or by calling 02 5124 5932.

Online feedback form

Feedback can also be made to the ACT IPTAS office:

- by phone 02 5124 9082
- by email iptas@act.gov.au

ACT IPTAS values all feedback and suggestions to help improve the service.

Where to get more information

For more information please go to the ACT IPTAS website www.health.act.gov.au/iptas or call the ACT IPTAS office on 02 5124 9082.

Appendices

Appendix 1. Definitions

Adult	An adult is a person aged 18 years old or more.
Appointment	An appointment is attendance at a health service for review or management of a health condition. Throughout these guidelines, an appointment may also be referred to as treatment or care.
Baby	A baby is a person who is less than one year old.
Child	A child is a person aged one to 18 years old. A person is no longer considered a child once they are 18 years old.
Financial year	A financial year is the 12 month period used for business and taxation purposes in Australia. The financial year dates are 1 July to 30 June.
IPTAS	IPTAS is the Interstate Patient Travel Assistance Scheme.
Journey	A journey is trip from the patient's residence in the ACT to the treating health facility.
Patient	A patient is the person getting treatment or attending an appointment at a health service and applying for travel and accommodation assistance from IPTAS.
Referrer	A referrer is an appropriately qualified person from the ACT or Queanbeyan who refers a patient for treatment at a health service.
Relocate	Relocate means to move from their principal place of residence. A patient is considered to have relocated if they are no longer living at their principal place of residence and: • their personal belongings are not kept there • they no longer receive mail at that address • they have updated their enrolment details with AEC, or • utilities such as electricity or gas are no longer connected in their name.
Ride sharing	Ride sharing is an ongoing arrangement where: • a driver makes a private vehicle available for public hire by passengers • a driver transports a passenger for a payment (fare) • a passenger uses a website or app provided by a third party to request a ride, for example Uber, Bolt and others.

Tax invoice	A tax invoice must include: • the seller's ABN • the invoice date • the total amount paid, including the GST amount if applicable • accommodation or travel details • check in and check out details for accommodation invoices • travel date(s) for travel invoices. A tax invoice must be paid in full unless the seller is invoicing IPTAS directly for the accommodation.
Treatment	Treatment is attendance at a health service for review or management of a health condition. Throughout these guidelines, treatment may also be referred to as appointment or care.

Appendix 2. Australian federal, state and territory government travel schemes

NSW

Scheme name	Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)
Contact number	1800 478 227
Website	www.enable.health.nsw.gov.au/services/iptaas

Northern Territory residents

Scheme name	Patient Assistance Travel Scheme (PATS)
Contact number	Visit the PATS website for office contact details
Website	www.nt.gov.au/wellbeing/health-subsidies-support-and-home-visits/patient- assistance-travel-scheme

Queensland residents

Scheme name	Patient Travel Subsidy Scheme (PTSS)
Contact number	Visit the PTSS website for office contact details
Website	www.health.qld.gov.au/ptss

South Australia residents

Scheme name	Patient Assistance Transport Scheme (PATS)
Contact number	1300 341 684
Website	www.sahealth.sa.gov.au/pats

Tasmanian residents

Scheme name	Patient Travel Assistance Scheme (PTAS)
Contact number	Visit the PTAS website for office contact details
Website	www.dhhs.tas.gov.au/hospital/ptas

Victorian residents

Scheme name	Victorian Patient Transport Assistance Scheme (VPTAS)
Contact number	1300 737 073
Website	www2.health.vic.gov.au/hospitals-and-health-services/rural-health/vptas-how- to-apply

Western Australian residents

Western Australian residents travelling within Western Australia

Scheme name	Patient Assisted Travel Scheme (PATS)
Contact number	Visit the PATS website for office contact details
Website	www.wacountry.health.wa.gov.au/index.php?id=pats

Western Australian residents travelling interstate

Scheme name	Interstate Patient Travel Scheme (IPTS)
Contact number	08 9222 2474
Website	www.healthywa.wa.gov.au/Articles/F_I/Interstate-patient-transfer-scheme

Appendix 4. Subsidy rates for travel from 1 July 2026

Travel	
Travel Type	**Subsidy**
Private fuel vehicle	The cost of the fuel used for a return trip between the patients place of residence and the treating health facility up to the following maximums: Canberra to: • Sydney: $178 • Melbourne: $357 • Brisbane: $714 • Adelaide: $714
Private electric vehicle (at commercial charge station only)	Canberra to: • Sydney: $43 • Melbourne: $65
Public transport	The cost of an economy ticket used for a return trip between Canberra and the treating health facility up to the following maximums: **Train** from Canberra to: • Sydney: $135 • Melbourne: $249 • Adelaide: $281 • Brisbane: $281 **Coach/Bus** from Canberra to: • Sydney: $141 • Melbourne: $173 • Adelaide: $314 • Brisbane: $422 Itemised receipts must be submitted for all claims.
Commercial air – with air approval	If not booked and paid for through the IPTAS office the cost of an economy class fare will be paid.
Accommodation	

Accommodation	Maximum subsidy per night		
	Patient only or escort only	Patient and escort	Patient and two escorts
When the patient is an adult (**Commercial** accommodation)	$80	$160	NA
When the patient is a child (**Commercial** accommodation)	$80	$160	$240
When the patient is a adult (**Not for Profit** accommodation)	$54	$108	NA
When the patient is a child (**Not for Profit** accommodation)	$54	$108	$162

Appendix 4. continued

Carparking
If the patient and escort/s return on the same day or there is no accommodation claimed either on behalf of the patient or by a third party, then a subsidy for carparking can be claimed up to a maximum of $35 per day. Receipts must be submitted with all claims.

Appendix 5. Air approval criteria

Criteria	
ACT IPTAS Part B Referral Form required	The referring medical practitioner has advised the patient is required to travel by air for medical reasons which must be stated on the Part B form. Distance and urgency are not acceptable reasons for air travel, unless under special circumstances. Approval is at the discretion of ACT IPTAS.

Acknowledgement of Country

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.

Accessibility
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Interpreter
Call 131 450
canberrahealthservices.act.gov.au/accessibility

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Appendix 4. Subsidy rates for travel from 1 July 2023

Travel	
Travel Type	**Subsidy**
Private fuel vehicle	The cost of the fuel used for a return trip between the patients place of residence and the treating health facility up to the following maximums: Canberra to: • Sydney: $165 • Melbourne: $330 • Brisbane: $660 • Adelaide: $660
Private electric vehicle (at commercial charge station only)	Canberra to: • Sydney: $40.00 • Melbourne: $60.00
Public transport	The cost of an economy ticket used for a return trip between Canberra and the treating health facility up to the following maximums: **Train** from Canberra to: • Sydney: $125 • Melbourne: $230 • Adelaide: $260 • Brisbane: $260 **Coach/Bus** from Canberra to: • Sydney: $130 • Melbourne: $160 • Adelaide: $290 • Brisbane: $390 Itemised receipts must be submitted for all claims.
Commercial air – with air approval	If not booked and paid for through the IPTAS office the cost of an economy class fare will be paid.
Accommodation	

Accommodation	Maximum subsidy per night		
	Patient only or escort only	Patient and escort	Patient and two escorts
When the patient is an adult (**Commercial** accommodation)	$70	$140	NA
When the patient is a child (**Commercial** accommodation)	$70	$140	$210
When the patient is a adult (**Not for Profit** accommodation)	$50	$100	NA
When the patient is a child (**Not for Profit** accommodation)	$50	$100	$150

Appendix 4. continued

Carparking
If the patient and escort/s return on the same day or there is no accommodation claimed either on behalf of the patient or by a third party, then a subsidy for carparking can be claimed up to a maximum of $25 per day. Receipts must be submitted with all claims.

Appendix 5. Air approval criteria

Criteria	
ACT IPTAS Part B Referral Form required	The referring medical practitioner has advised the patient is required to travel by air for medical reasons which must be stated on the Part B form. Distance and urgency are not acceptable reasons for air travel, unless under special circumstances. Approval is at the discretion of ACT IPTAS.

Acknowledgement of Country

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