IPTAAS

Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

Assessment Guidelines

NSW GOVERNMENT

Document information.

Version history

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September 2022	Executive Director, System Service Delivery	Policy updates to reflect expanded eligibility and increased subsidy rates
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Contents

Document information. **2**
Contents **2**
1. Scheme Summary **5**
2. Eligibility criteria **5**
3. Detailed eligibility criteria **5**
3.1 Residency 5
3.1.1 Resident of NSW or Lord Howe Island 5
3.1.2 Dual resident 6
3.1.3 Itinerant workers 6
3.1.4 Patients with no fixed address 6
3.1.5 Organ and tissue donation 6
3.2 Medicare enrolment 6
3.3 Financial assistance from other services 7
3.3.1 Department of Veterans' Affairs (DVA) 7
3.3.2 Other Australian federal, state and territory government schemes 7
3.3.3 Workers compensation insurance 7
3.3.4 Motor vehicle insurance 7
3.3.5 Private health insurance 8
3.3.6 Travel insurance 8
3.3.7. Third Party Organisations' (TPO) 8
3.4 Referred treatment 9

3.4.1 Nearest health service 9
3.5 Health services 10
3.5.1 Specialist medical services 10
3.5.2 Dental services 11
3.5.3 Specialty health clinics 12
3.5.4 Prosthetic or orthotic services 13
3.5.5 High risk foot services 13
3.5.6 Clinical trials 14
3.5.7 Voluntary Assisted Dying Services 14
3.6 Travel 14
3.6.1 Calculation tool 14
3.7 Escort 15
4. Subsidies 15
4.1 Travel subsidy 15
4.1.1 Private vehicle 16
4.1.2 Public transport 16
4.1.3 Commercial air 16
4.1.4 Taxi 17
4.1.5 Booking fees 17
4.1.6 Travel concessions 17
4.1.7 Community transport 18
4.1.8 Emergency transport 19
4.1.9 Escort travel 19
4.2 Accommodation subsidy 19
4.2.1 For-profit accommodation 20
4.2.2 Not-for-profit accommodation 20
4.2.3 Private accommodation 20
4.2.4 Short term rentals listed on accommodation hosting sites 20
4.2.5 In-patient hospital accommodation 21
4.3 Goods and Services Tax 21
4.4 Deceased patients 21
5. Applying for assistance 21
5.1 Application forms 21
5.1.1 Travel and Accommodation Claims form 22
5.1.2 Additional Travel and Accommodation Claims form 22
5.1.3 Health professional details 22
5.1.4 Statutory declarations 22
5.1.5 Authorised representatives 23

5.2 Assessment of applications....23
5.3 Payments....23
5.4 Advance travel....24
5.5 Bulk bill....24
5.6 Auditing and record keeping....25
5.7 Appeals....25
5.8 Privacy....26
5.9 Feedback....26
5.10 Where to get more information....26
6. Appendices....27
Appendix 1. Definitions....27
Appendix 2. IPTAAS offices and contact details....29
Appendix 3. Australian federal, state and territory government travel schemes....30
Appendix 4. Eligible specialist medical treatment....32
Appendix 5. Eligible specialty health clinics....35
Appendix 6. Eligible high risk foot clinics....45
Appendix 7. Eligible oral health clinics in NSW....47
Appendix 8. Subsidy rates....50
Appendix 9. Air approval criteria....51

1. Scheme Summary

The Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) is a NSW government scheme that provides financial assistance to eligible patients who travel for treatment not available locally.

IPTAAS is not a full reimbursement scheme. It provides eligible patients a subsidy to assist with travel and accommodation costs only; it is not intended to cover all costs associated with accessing treatment.

2. Eligibility criteria

A patient is eligible for IPTAAS if they are:

- a resident of NSW or Lord Howe Island
- enrolled with Medicare
- not be receiving, or eligible for, financial assistance for travel and accommodation from third party insurance or other Australian State and Territory government services
- receiving treatment at their nearest eligible health service
- traveling from their residence for treatment at least 100km (one way), or at least 200kms in a week by making multiple trips to and from the same treatment location and service.

The information in these guidelines is general in nature and does not take into account every individual circumstance. A patient's eligibility is assessed with each application they submit, and applications may be declined if the eligibility criteria is not met.

More information about eligibility is provided in section 3 detailed eligibility criteria.

3. Detailed eligibility criteria

3.1 Residency

To be eligible for IPTAAS a patient must meet the residency criteria.

Residency is determined using a patient's principal place of residence (their home). If required, residency can be confirmed by providing copies of Australian Electoral Commission (AEC) enrolment details, a current Driver Licence, Proof of Age card, residential tenancy agreement, or council or utility accounts.

3.1.1 Resident of NSW or Lord Howe Island

A patient will meet the residency criteria if their principal place of residence is in NSW or Lord Howe Island, and they are either an Australian citizen, permanent resident visa holder or a temporary resident.

Norfolk Island residents are not eligible for IPTAAS.

3.1.2 Dual resident

A patient may meet the residency criteria if they are a dual resident. Eligibility will be based on the location a patient travels from at the time of their appointment.

A patient is a dual resident if they regularly live in more than one location, such as two homes or a student who is attending boarding school. Evidence of dual residency is required, which can include council or utility notices for each location or written confirmation from the patient's education provider.

A patient who stays in a holiday home, regardless of the length of stay, or a patient who relocates during treatment, including to remain on a pre-transplant waiting list, is not considered a dual resident.

3.1.3 Itinerant workers

An itinerant worker is someone who has no fixed place of employment and stays in accommodation at their temporary job location. An itinerant worker will meet the residency criteria if they are travelling to their appointment from a temporary job location in NSW. Evidence of itinerancy is required, which must be written confirmation from a patient's employer. Eligibility will be based on the location a patient travels from at the time of their appointment.

3.1.4 Patients with no fixed address

A patient with no fixed address will meet the residency criteria if they travel to treatment from a location within NSW. Eligibility will be based on the patient's location at the time of treatment. If required, written confirmation of a patient's location can be provided by a welfare or social worker, or a health professional from either the referring or treating health service.

Long term travellers are not considered to have no fixed address unless they will not return to a permanent residence at the end of their travel.

3.1.5 Organ and tissue donation

A patient will meet the residency criteria if they are an Australian citizen or permanent resident, regardless of the state or territory they live in, donating an organ or tissue to a patient who resides in NSW.

A NSW resident who donates an organ or tissue to a resident of an Australian state or territory other than NSW is not eligible for IPTAAS. The NSW donor should seek financial assistance from the recipient's relevant state or territory health service.
Contact information for state and territory health services are provided in Appendix 3.

3.2 Medicare enrolment

To be eligible for IPTAAS, a patient must be enrolled with Medicare and have a valid Medicare card. A baby (up to the day of their first birthday) is considered to be enrolled if their parent has a valid Medicare card. After their first birthday, a patient is considered a child and must be enrolled with Medicare to be eligible.

An overseas resident visiting Australia is not eligible for IPTAAS, even if they have a Medicare card under a Reciprocal Health Care Agreement.

3.3 Financial assistance from other services

To be eligible for IPTAAS, a patient must not receive, or be eligible for financial assistance for travel and accommodation from other services. If a patient receives financial assistance from IPTAAS and then receives assistance from another service, they may be required to reimburse IPTAAS.

3.3.1 Department of Veterans' Affairs (DVA)

If a patient receives a pension or benefit from DVA, they may be eligible for assistance under the Repatriation Transport Scheme. A patient must check their eligibility with DVA before applying to IPTAAS.

Contact information for DVA is provided in Appendix 3.

3.3.2 Other Australian federal, state and territory government schemes

If a patient is eligible to receive assistance for travel and accommodation from another Australian government scheme, they are not eligible for IPTAAS.

If a patient only receives travel assistance from another scheme, for example a patient who travels by government funded community transport, they may be eligible for accommodation assistance from IPTAAS. Please see Appendix 3 for contact information

3.3.3 Workers compensation insurance

A patient is not eligible for IPTAAS if they receive, or are entitled to, compensation for a work-related injury including public liability insurance.

If a patient receives assistance from IPTAAS and then receives a payment from workers compensation, they are required to reimburse IPTAAS for any subsidies received for treatment relating to their insurance claim.

A patient may be eligible for subsidies for treatment that is not related to their workers compensation claim.

3.3.4 Motor vehicle insurance

If a patient is involved in a motor vehicle accident, they may be eligible for personal injury benefits or lump sum compensation from their compulsory third party (CTP) insurer. If a patient is eligible to claim through their CTP insurer, they are not eligible for IPTAAS. If a patient requires interim assistance before the settlement of their claim, they should contact their insurer.

A patient may be eligible for IPTAAS if they can provide written confirmation from their insurer that they are not eligible to claim benefits through insurance.

If a patient receives assistance from IPTAAS and then receives benefits or compensation from their insurer, they are required to reimburse IPTAAS for any subsidies received for treatment relating to their insurance claim.

3.3.5 Private health insurance

Patients with private health insurance are not considered to be receiving financial assistance from another service.

3.3.6 Travel insurance

A patient is not eligible for IPTAAS if they receive, or are entitled to, claim through their travel insurer, they are required to reimburse IPTAAS for any subsidies received for treatment relating to their insurance claim.

A patient may be eligible for IPTAAS if they can provide written confirmation from their insurer that they are not eligible to claim benefits through insurance.

3.3.7. 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 a patient with financial assistance or organises travel and accommodation services. A patient may nominate to have all, or part of their subsidy paid to a TPO.

A patient must meet the eligibility criteria before any payments are made to a TPO; the IPTAAS subsidy rates apply regardless of how much assistance the TPO provided the patient.

A TPO must be registered with IPTAAS to receive a subsidy. If required, a TPO should contact IPTAAS to register.

TPOs will receive one subsidy per journey regardless of the number of patients being transported. If a patient is transported by a TPO they will not receive a travel subsidy if the service has received a subsidy for providing other patients travel on the same date.

3.3.7.1 Aboriginal Community Controlled Health Organisations (ACCHOs)

Aboriginal health services may assist a patient by transporting them to and from treatment. A service may receive a subsidy for transporting an eligible patient. A service will receive one subsidy per journey regardless of the number of patients being transported. If a patient is transported by an ACCHO they will not receive a travel subsidy if the service has received a subsidy for providing other patients travel on the same date.

Transport provided by an ACCHO is considered private vehicle travel.

3.4 Referred treatment

To be eligible for IPTAAS a patient must be receiving treatment at their nearest health service (or be receiving services for the purpose of accessing the Voluntary Assisted Dying).

The general practitioner is usually the source of a referral, and they should tell the patient if the service they are referring them to is the nearest available service. A referring practitioner also includes:

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 • Specialty health clinic • Highly specialised allied health clinic • Prosthetist or Orthotist • Ocularists • High risk foot services • Non-commercial clinical trials • Oral health clinics.
Midwife	Medical practitioner whose specialty is obstetrics and gynaecology.
Optometrist	Medical practitioner whose specialty is ophthalmology.
Screening Program	Medical practitioner when diagnostic testing is required following health screening and assessment.
Visiting Medical Officer (VMO)	Who is referring the patient to their primary location when treatment is at available at the visiting location.

If a patient is donating an organ or tissue to a NSW resident, they do not need to be referred.

3.4.1 Nearest health service

Patients who choose to travel to a health service that is not the nearest or patients who travel to health services outside of Australia are not eligible for IPTAAS.

A health service is considered to be the nearest if it is the shortest geographical distance from the patient's residence, regardless of the state or territory it is in. IPTAAS relies on information provided by the applicant to confirm they are attending the nearest available service.

A patient that does not travel to the nearest health service may be eligible if the referrer certifies it is necessary for the patient to travel to a more distant health service is necessary for one of the following reasons:

- a patient needs urgent treatment, and the nearest health service is not available
- the nearest health service cannot provide the treatment the patient needs
- the nearest health service refers a patient for a second opinion
- the nearest health service has a waiting list, and the referrer certifies that delaying treatment would likely result in emergency admission or have an adverse effect on the patient
- a patient needs multi-disciplinary care that is not available at the nearest health service
- a patient is unable to pay to access the nearest health service
- a patient is not accompanied by an escort and the referrer can demonstrate that the family support available at the more distant health service will provide a clinical advantage to the patient.

3.4.1.1 Outreach and visiting services

A visiting or outreach service available in the patients nearest public or private hospital is considered the nearest health service.

A patient may be eligible to travel to a more distant location for treatment if the outreach or visiting service is unable to access equipment required for treatment at the nearest location.

3.5 Health services

To be eligible for IPTAAS, a patient must travel to an appointment or receive treatment at an eligible health service.

Eligible health services include some:

- specialist medical services
- specialty health clinics
- highly specialised allied health services
- dental services
- prosthetic or orthotic services
- high risk foot services
- non-commercial clinical trials
- highly specialised publicly funded oral health clinics in NSW
- services that support a patient's access to voluntary assisted dying.

3.5.1 Specialist medical services

A patient will meet the health service criteria if they travel for eligible specialist medical treatment provided by an eligible medical practitioner.

3.5.1.1 Eligible specialist medical treatment

Specialist medical treatment is eligible if it is listed as a recognised 'specialty' or 'field of specialty practice' by the Medical Board of Australia. A list of eligible specialist medical treatment is provided in Appendix 4.

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

3.5.1.2 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'.

A medical practitioner may apply to be an eligible medical practitioner if their registration type is 'limited' or 'provisional'. Evidence of specialist status is required, which must be written confirmation from a commonwealth or state or territory health service, or the employing hospital.

3.5.1.3 Health screening

Health screening is not an eligible specialist medical service. A patient is not eligible for IPTAAS if they are travelling for health screening, even if it is performed by an eligible medical practitioner. Health screening involves tests to look for early signs of a disease before symptoms develop. There are three national population-based screening programs in Australia:

- BreastScreen Australia
- National Bowel Cancer Screening Program
- National Cervical Screening Program

Further diagnostic testing required following a patient's initial health screening appointment is not considered to be health screening, even if it is performed at a health screening location. A patient may be eligible for assistance to travel for further diagnostic testing at a screening location if the tests are performed by an eligible medical practitioner.

3.5.2 Dental services

Limited dental services are eligible under IPTAAS. A patient will meet the health service criteria if they travel for an eligible dental service. Unless otherwise stated, general dentistry is not an eligible dental service.

3.5.2.1 Oral surgery

Oral surgery is an eligible dental service if it is performed by an eligible dental practitioner in an operating theatre and the patient is under general anaesthesia.

A practitioner is an eligible dental practitioner if they are listed in AHPRA's register of practitioners and their profession is 'dental practitioner'.

Services provided to a patient under local anaesthetic are not considered eligible dental services, even if they are performed by an eligible dental practitioner.

3.5.2.2 Oral and maxillofacial surgery

A service provided by an eligible medical or dental practitioner whose registered specialty type is oral and maxillofacial surgery is an eligible dental service.

3.5.2.3 Cleft lip and cleft palate services

Dental services provided to patients certified with a cleft lip or palate are eligible if they are:

- orthodontic services provided by an eligible dental practitioner whose specialty is orthodontics
- prosthodontic services provided by an eligible dental practitioner
- general dentistry services provided by an eligible dental practitioner, or
- a service that is listed in Category 7 of the Medicare Benefits Schedule (MBS).

3.5.2.4 Dental services in publicly funded highly specialised oral health clinics

Dental services in publicly funded highly specialised oral health clinics in NSW are eligible if the clinic meets the below criteria. For IPTAAS purposes highly specialised oral health clinics (also referred to as dental clinics) are defined as:

- Where the treatment that is provided by a public dental service or publicly funded courses of care by a private provider
- Where treatment cannot be provided by their local generalist dentist. This treatment includes:
    - General anaesthesia
    - IV sedation
    - Relative Analgesia
    - Specialist needs clinics
- The clinics will also include specialist services by registered specialists or a specialist in training. Specialties includes:
    - Endodontics
    - Oral & maxillofacial surgery
    - Oral medicine & pathology
    - Oral surgery
    - Orthodontics
    - Paediatric dentistry
    - Periodontics
    - Prosthodontics
    - Special needs dentistry

A list of eligible oral health clinics is provided in (Appendix 7). If the clinic is not listed, it is not eligible for IPTAAS.

Patients who are referred by an eligible oral health clinic to a private specialised dental practitioner with a voucher may also be eligible for IPTAAS subsidies.

These patients must meet the general IPTAAS eligibility criteria and should indicate the use of a voucher when filling out Part C of the IPTAAS Travel and Accommodation Claim form.

3.5.3 Specialty health clinics

Specialty health services are eligible under IPTAAS if health clinic is considered highly specialised. A specialty health clinic will be considered highly specialised if the service:

- a health practitioner with an advance scope of practice (generally with a post graduate qualification or extensive clinical experience) ^
- is only available within a few major centres/locations
- people accessing the service are unlikely to achieve comparable health outcomes through other, more readily available diagnostic, treatment, or therapy options offered by other providers

- is generally provided in a public tertiary hospital or by the Local Health District*%
- has a sound evidence base demonstrated to deliver positive health outcomes for patients.
- is provided face to face
- the clinic must not be receiving or be eligible for financial assistance for travel and accommodation from third party insurance or other Australian State and Territory government services including National Disability Insurance Scheme (NDIS) or Workers Compensation.

^ Additional evidence may be requested to demonstrate an advance scope of practice, extensive experience or post-graduate qualifications.

* Applications from private specialty health clinics will be assessed on a case-by-case basis and must demonstrate clinics meet the intention of IPTAAS which is to improve access to highly specialised care for regional NSW residents by providing travel and accommodation subsidies.

% Approvals may be time limited, specific for highly specialised health therapies or specific patient cohorts for some private health clinics. Generally, clinics and therapies will not be approved if similar services are provided in a public health service or other private practices.

3.5.4 Prosthetic or orthotic services

A patient will meet the health service criteria if they travel to an eligible prosthetist or orthotist.

3.5.4.1 Prosthetists or orthotic services

A prosthetist or orthotist is eligible if they meet one of the following conditions:

- they provided the patient a service in a public hospital or outpatient clinic
- they are a full member of the Australian Orthotic Prosthetic Association (AOPA)
- they are an accredited service provider with EnableNSW.

Qualified prosthetists or orthotists that do not meet the criteria may apply for eligibility. An application form is required, the prosthetist or orthotist should contact IPTAAS to get a form.

3.5.4.2 Ocularists

An Ocularists is eligible if they are a registered member with the Ocularists Association of Australia Ocularists that do not meet the criteria may apply for eligibility. An application form is required, the ocularist should contact IPTAAS to get a form.

3.5.5 High risk foot services

High risk foot services are eligible under IPTAAS if a foot service is considered highly specialised. A foot clinic will be considered highly specialised if the service provides:

- A level of care that extends beyond a podiatry (only) in an outpatient clinic, and:
- Involves a coordinated multidisciplinary approach led and coordinated by an experienced senior clinician

A list of eligible foot clinics is provided in (appendix). If not listed, other highly risk foot clinics may apply for approval. An application form is required, the clinic should contact IPTAAS to get a form.

3.5.6 Clinical trials

Clinical trials are eligible treatment under IPTAAS if the clinical trial is non-commercial. Clinical trials that are conducted without a commercial company acting as a sponsor are non-commercial. People who are a part of a non-commercial clinical trial will not be receiving a reimbursement for travel and accommodation from the clinical trial.

3.5.7 Voluntary Assisted Dying Services

Services to support a patient's access to voluntary assisted dying include:

- Services provided by coordinating, consulting or administrating practitioners undertaking roles under the *Voluntary Assisted Dying Act 2022*.
- Appointments related to determining a patient's eligibility under the *Voluntary Assisted Dying Act 2022*.
- Referrals related to determining a patient's eligibility under the *Voluntary Assisted Dying Act 2022*.

Patients who travel for this treatment are not required to complete the IPTAAS application form and should use the Voluntary assisted dying IPTAAS application for assistance form that can be found on the website.

3.6 Travel

To be eligible for IPTAAS, a patient must meet the travel criteria, before financial assistance can be provided. A patient will meet the travel criteria if they travel for treatment from their residence, and the distance between their residence and health service is:

- at least 100km one way, or
- less than 100km one way but they make multiple trips to and from the same medical practitioner/highly specialised health service, and the distance travelled in the week is at least 200kms.

Patients who travel for treatment while away from their residence, for example while on holidays, attending sporting events or visiting family/friends both within NSW and interstate, are not eligible for IPTAAS. A patient may be eligible if they travel for treatment from the town or suburb they reside in, even if they are not travelling from their home.

3.6.1 Calculation tool

Unless otherwise stated, distance is calculated between a patient's principal place of residence and the health service they are travelling to. IPTAAS uses Google Maps software to accurately measure the travel distance. The web-based technology is regularly updated in line with changes and improvements to roads; eligibility is based on the most up to date route at the time the application is assessed, regardless of which route was approved previously.

Travel distance is calculated using the full street address. If a street number cannot be found the street name will be used, or if a street name cannot be found, for example a rural property, the nearest available result provided by Google Maps will be used. Where there is more than one travel route, the fastest and most direct route provided by Google Maps is used for calculation.

A patient that does not travel the fastest and most direct route may be eligible if there is evidence that the route provided by Google Maps is unsafe or impractical. Evidence may include written confirmation from councils of poor and unsafe road conditions including long stretches of unsealed roads, unplanned incidents or roadworks resulting in road closures.

3.7 Escort

An escort is an adult who travels and/or stays with a patient and provides them with support during their treatment. Unless travelling by commercial air travel, a patient is automatically eligible for one escort. More information about escorts travelling by air with patients is provided in section 4.1.3.1 Air approval.

A patient is eligible for two escorts if they are:

- an Aboriginal or Torres Strait Islander person
- aged under 18 years old and are receiving medical treatment at a paediatric specialty inpatient unit; or
- if they are under 18 years old and their health service confirms in writing that their condition is life threatening.

A patient may receive additional subsidies if accompanied by an escort. A patient may give permission to an approved escort to complete the application form on their behalf. More information about subsidies for patients accompanied by an escort is provided in section 4 subsidies.

4. Subsidies

If a patient meets the eligibility criteria, they will receive a subsidy for eligible travel and/or accommodation costs.

A list of subsidy rates is available in Appendix 8.

4.1 Travel subsidy

A patient may receive a subsidy for eligible travel between:

- their residence and health service
- their residence and transport terminal
- their residence and accommodation
- the transport terminal and accommodation
- the transport terminal and health service
- their accommodation and health service.

Unless otherwise stated, IPTAAS provides a subsidy for travel from the patient's residence to the health service and return. To receive a subsidy for in transit travel, a patient must provide the specific travel details in their application.

IPTAAS will provide one subsidy per journey regardless of the number of patients travelling together to the same health service. If multiple patients are travelling together on the same day only one patient will be eligible to receive financial assistance, this includes patients who are siblings.

Patients who travel for treatment to approved Karitane and Tresillian Residential Services allied health clinics are eligible for travel subsidies only.

4.1.1 Private vehicle

If a patient travels by private vehicle, they are eligible for a subsidy. If multiple patients are travelling within the same private vehicle, only one patient will receive a subsidy, regardless of the number of patients travelling.

A rental or hire car is considered a private vehicle. Please see Appendix 8 for subsidy rates.

4.1.2 Public transport

If a patient travels by public transport, they are eligible for a subsidy equal to the cost of their ticket excluding GST. Unless otherwise stated, if a patient is travelling by a class other than economy, their subsidy will be calculated using the equivalent economy rate.

If a patient is accompanied by an escort, they will also receive a subsidy for their escort's ticket.
A patient must provide evidence of the public transport cost. Evidence can be an itemised tax invoice, a statement from their travel card provider, or a ticket if the ticket displays the travel details and cost.
Patients who are not travelling by economy class public transport may be eligible for a higher subsidy if they provide written confirmation from their practitioner or health service confirming:

- their health condition prevents them travelling by economy class
- their health condition will be exacerbated by economy class travel
- they required urgent (but not emergency) treatment and there were no economy class tickets available.

If a patient needs an additional seat on public transport, they may receive a subsidy for the additional seat if they provide written confirmation from their practitioner or health service confirming they have no other transport options, and there is a medical need for the additional seat.
Airport shuttle transfers are considered public transport.

4.1.3 Commercial air

If a patient travels by commercial air (flying) and they have an IPTAAS air approval they are eligible for a subsidy equal to the cost of their ticket excluding GST. If a patient is travelling by a class other than economy, their subsidy will be calculated using the equivalent economy rate.

If a patient is accompanied by an eligible escort, they will receive a subsidy for their escort's ticket.
A patient must provide evidence of the flight cost. Evidence may be an itemised tax invoice, or a ticket or flight itinerary if it displays the travel details and cost.

If a patient travels by commercial air and does not have an air approval, they will receive a subsidy for the lesser of:

- private vehicle subsidy from their residence to health service and/or return
- a subsidy equal to the cost of their ticket excluding GST.

4.1.3.1 Air approval

A patient may be eligible for an air approval if their health condition makes travel by other modes unsuitable. The air approval criteria is provided in Appendix 9.

If a patient meets the air approval criteria, their referring or treating practitioner (or authorised representative) must contact IPTAAS to get an air approval. An air approval may be given for single journeys or for a maximum period of six months. To get an air approval the practitioner must:

- provide the patient's name, date of birth and Medicare card details
- confirm if the patient needs to be accompanied by an escort
- provide the patient's expected travel dates or period
- confirm why other travel modes are unsuitable for the patient.

Patients who are residents of Lord Howe Island do not need to get an air approval.

4.1.4 Taxi

If a patient travels by taxi, they are eligible for a subsidy; the subsidy amount is based on the length of their appointment and the cost of the fare. The length of appointment applies to each journey, it is the appointment period (in days) plus any medically necessary nights of accommodation outside the appointment.

The maximum subsidy applies if the cost of the fare(s) less GST is equal to or more than the maximum subsidy rate. If the cost is less, the patient will receive a subsidy equal to the cost of their fare(s) less GST.

Please see Appendix 8 for subsidy rates.

A patient must provide evidence of the taxi cost. Evidence may be an itemised tax invoice, a statement from their ride-sourcing company, or a receipt if it displays the travel details and cost. Ride-sourcing companies are considered taxis.

4.1.4.1 Taxi subsidy schemes

A patient may be eligible for a subsidy or taxi voucher under an Australian state or territory taxi scheme. If a patient's subsidy/voucher does not cover the full cost of their fare, they may receive a subsidy for their out-of-pocket costs. IPTAAS taxi subsidy rates will apply in this instance.

4.1.5 Booking fees

A patient will receive a subsidy for the entire cost of the booking fee part of their travel costs. Their subsidy is calculated using the cost of the ticket or fare.

4.1.6 Travel concessions

If a patient is eligible for a travel concession, there may be no cost for their travel, or the cost of travel may be reduced. Unless otherwise stated, a patient will receive a subsidy for travel costs if the concession does not cover the full cost of their travel. The subsidy will be equal to the cost of their ticket excluding GST.

4.1.6.1 Pensioner travel vouchers

A patient may be eligible for free travel using pensioner travel vouchers. A patient will not receive a subsidy if they use their pensioner travel vouchers, even if there is a cost to upgrade to first class.

4.1.6.2 Royal Far West travel vouchers

If a patient travels to Royal Far West at Manly, they may have access to travel vouchers for public transport. The travel vouchers allow:
A patient:

- free return travel from the NSW TrainLink location nearest to their residence to Central Station, Sydney NSW.

An escort:

- free travel from the NSW TrainLink location nearest to their residence to Central Station, Sydney NSW, and a 50% discount on return travel.

A patient is eligible to receive an IPTAAS subsidy for their escort's ticket. The subsidy will be equal to the cost of the ticket excluding GST.

Patients who do not travel by public transport will not receive a subsidy unless travelling by public transport is unsuitable. IPTAAS considers travel by public transport unsuitable if:

- a patient's health condition would be worsened if travelling by public transport
- the safety of a patient or other travellers would be compromised if the patient travels by public transport
- travel by other modes is more cost effective, including if the patient is travelling with siblings who do not have access to travel vouchers
- a patient has a need for transport while at Royal Far West
- a patient does not have a NSW TrainLink location near their residence
- the total travel time is longer if using public transport, including if multiple changes to transport mode would be required during the trip.

If public transport is unsuitable, subsidies will be calculated at the applicable subsidy rate for the mode of travel used.

A patient will receive a subsidy if they travel by public transport but do not have access to travel vouchers. IPTAAS public transport rates will apply in this instance.

4.1.6.3 Loyalty programs

If a patient's travel cost is covered by a loyalty program, they will not receive a subsidy. A patient may receive a subsidy for travel costs if the loyalty program does not cover the full cost of travel. In this instance the subsidy will calculated at the applicable subsidy rate for the mode of travel used.

4.1.7 Community transport

Community transport operators may transport a patient to and from treatment. If a patient travels by community transport, they will not receive a subsidy if the community transport operator receives government funding, even if there is a cost to the patient for the service.

A patient may receive a subsidy if the community transport operator does not receive government funding. Evidence that the operator does not receive government funding is required, which may be written or verbal confirmation from the community transport operator.

Eligible community transport travel is calculated using the public transport subsidy rate. A patient must provide evidence of the community transport cost. Evidence may be an itemised tax invoice or a statement from their community transport operator.

4.1.8 Emergency transport

A patient will not receive a subsidy for emergency transport provided by ambulance or aeromedical organisations.

4.1.9 Escort travel

Escort travel is eligible travel if:

- an escort accompanies a patient during travel
- an escort travels separate to the patient because the patient is travelling by emergency transport
- an escort travels separate to the patient, and the patient is a child
- the patient passed away during treatment and the escort is making the return trip.

A patient will not receive a subsidy for travel between the escort and patient's residences even if there is other eligible escort travel.

4.2 Accommodation subsidy

A patient will receive a subsidy for eligible accommodation. Accommodation is eligible if:

- it is unreasonable for the patient to make a return trip between home and the health service in one day
- the treating practitioner confirms it is medically necessary for the patient to stay near the health service before or after the hospitalisation or appointment date(s)
- the patient stays in accommodation during outpatient treatment
- the patient needs to stay before or after the appointment date due to limited availability of commercial air or public transport.

A patient will not receive a subsidy for accommodation nights that are not eligible.

IPTAAS will provide one accommodation subsidy when multiple eligible patients or the patient and the escort stay in one room together. If multiple rooms are required because the patient/s and escort/s are staying in separate rooms, IPTAAS requires individual tax invoices from the accommodation provider itemising room numbers and the number of occupants. If no tax invoice can be provided the patient, escort or third party organisation will receive a subsidy for one room.

Subsidies are calculated based on the accommodation type. IPTAAS uses the Australian Business Register's ABN Lookup tool to determine the accommodation type. There are three accommodation types:

- for-profit accommodation
- not-for-profit accommodation
- private accommodation.

4.2.1 For-profit accommodation

An accommodation facility is for-profit if it has an active Australian Business Number (ABN), the 'entity type' is not a government entity, and the facility is not registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC).

The subsidy is calculated based on the total number of eligible nights of accommodation during a financial year. The subsidy rates reset on 1 July each year even if the journey is not complete.

The maximum subsidy applies if the cost per night, less GST, is equal to or more than the applicable subsidy rate. If the cost is less, the patient will receive a subsidy equal to the cost per night less GST.

A patient must provide evidence of the accommodation cost. Evidence must be an itemised tax invoice. If a patient does not provide a tax invoice, the accommodation will be considered private accommodation.

Please see Appendix 8 for subsidy rates.

4.2.2 Not-for-profit accommodation

An accommodation facility is not-for-profit if it has an active ABN and the 'entity type' is a government entity, or the facility is registered as a charity with the ACNC.

The subsidy is calculated based on the total number of eligible nights of accommodation during a financial year. The subsidy rates reset on 1 July each year even if the journey is not complete.

The maximum subsidy applies if the cost per night less GST is equal to or more than the applicable subsidy rate. If the cost is less, the patient will receive a subsidy equal to the cost per night less GST.

A patient must provide evidence of the accommodation cost. Evidence must be an itemised tax invoice. If a patient does not provide a tax invoice, the accommodation will be considered private accommodation.

Please see Appendix 8 for subsidy rates.

4.2.3 Private accommodation

Accommodation is private if it is in a private home, or the accommodation facility does not have an active ABN.

4.2.4 Short term rentals listed on accommodation hosting sites

Short term rentals listed on accommodation hosting sites such as AirBNB are considered private accommodation. If the accommodation facility (not the hosting site) has an active ABN, the accommodation may be considered for-profit accommodation. Evidence that the accommodation has an active ABN is required. Evidence must be an itemised invoice from the accommodation facility.

4.2.5 In-patient hospital accommodation

In-patient hospital accommodation is not eligible. While they are an in-patient, a patient may receive a subsidy for their escort's accommodation costs.

4.3 Goods and Services Tax

Patients are not eligible to receive a subsidy for the Goods and Services Tax (GST) part of their travel or accommodation costs. Applicable subsidies will be calculated using the cost of travel or accommodation excluding GST. All tax invoices should display the GST amount payable; if GST amount is not displayed one eleventh will be deducted from the total cost.

IPTAAS may purchase travel directly for a patient if they are eligible for advance travel assistance. If an IPTAAS office is invoiced for travel costs as a result, the office can pay the GST component and claim back this component as an Input Tax Credit, provided they have a GST tax invoice charged to IPTAAS.

4.4 Deceased patients

Where a patient dies during treatment, IPTAAS may provide a travel subsidy to assist with the costs of transporting their body home. Escort travel may be available if a patient dies during treatment and the escort is on the return trip. The subsidy should be calculated using the same mode of travel that was used on the forward trip. If there were no eligible travel costs for the forward trip, the subsidy will be calculated using the private vehicle subsidy rate.

If a patient dies before the application has been assessed the subsidy should be paid to:

- the patient's parent or legal guardian, if the patient is a child
- the patient's living spouse, if the patient is an adult
- the deceased estate, if the above does not apply.

Information should be requested from NSW Trustee and Guardian if the above does not apply. IPTAAS may be held liable by any entitled beneficiaries if a patient's subsidy is paid to someone who is not entitled to receive it.

5. Applying for assistance

5.1 Application forms

Applications and any required evidence can be submitted online by post, fax, email, or in person at select locations.

Applications must be submitted within 12 months of the hospitalisation discharge or appointment end date. IPTAAS considers the submitted date as the date the IPTAAS office receives the application. A patient will not receive a subsidy for journeys outside 12 months even if the patient meets the eligibility criteria.

Patients should submit their application after their treatment, however in some cases, travel and accommodation assistance may be available to patients before the end of treatment. More information is provided in the advance travel and bulk bill sections of these guidelines.

Application forms are available by visiting the website or calling IPTAAS. Application forms may not be required if an application is submitted online.

IPTAAS requires a new application form to be completed each time a patient is treated by a different medical practitioner or specialised health service.

5.1.1 Travel and Accommodation Claims form

Travel and Accommodation Claims form a full application that allows IPTAAS to assess a patient's eligibility. It is required the first time a patient applies for assistance to the treating practitioner or health service. A separate Form is required for each different practitioner or health service.
A patient may apply for assistance for subsequent journeys using the Additional Travel and Accommodation form

If a patient's details change and they are not able to update them online, they should provide updated details using the Travel and Accommodation Claims form the next time they apply.

5.1.2 Additional Travel and Accommodation Claims form

Additional Travel and Accommodation Claims form is a shortened application form that can be used to:

- apply for multiple or subsequent journeys to a practitioner or health service
- apply for in transit travel
- finalise an advance travel or bulk bill application.

5.1.3 Health professional details

The health professional details part of the IPTAAS application form is required to completed by the patient to share the details of the health professional who made the referral to the medical practitioner or health service. A health professional is usually a general practitioner or can be a dentist, midwife, optometrist, or a visiting medical officer.

Referral details are required for each different practitioner or health service.

5.1.4 Statutory declarations

If exceptional circumstances apply, IPTAAS may accept Statutory Declaration as evidence of costs instead of the required travel and accommodation evidence stated in section 4 Subsidies.

5.1.5 Authorised representatives

An authorised representative may complete relevant parts of IPTAAS application forms on behalf of either the referrer or treating practitioner, or health service. An authorised representative is a person who can confirm a patient's hospitalisation or appointment date(s) and is employed by the same service as the person they are completing the form on behalf of. Authorised representatives may be:

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

If a person is not employed by the same service as the person, they are completing the form on behalf of, they are not considered an authorised representative. For example, staff of the health service where the patient is receiving treatment cannot complete referral details on behalf of the referring doctor.

5.2 Assessment of applications

Applications should be assessed, and subsidy payments processed for eligible applications, within the following timeframes:

Application	Timeframe
Advance travel assistance	10 working days
Bulk bill accommodation assistance	10 working days
Other travel and accommodation assistance	21 calendar days

Assessment timeframes are subject to receiving completed applications. If additional information is required IPTAAS will contact the patient.

5.3 Payments

All subsidies are paid by electronic funds transfer (EFT) to the nominated bank account.
IPTAAS has the right to recover subsidies that a patient should not have received, including if:

- a patient's application or treatment details could not be confirmed
- a patient provided false or misleading information
- IPTAAS has incorrectly calculated a subsidy
- a patient receives financial assistance for travel and accommodation from another service.

5.4 Advance travel

Patients who meet the advance travel criteria may receive travel assistance before their appointment.

A patient will meet the advance travel criteria if:

- they have a valid concession card or
- they can provide evidence of financial hardship.

To get advance travel assistance a patient must submit Application for advance travel assistance before they travel.

A patient will receive either:

- a private vehicle subsidy from their residence to the health service and return
- a prepaid ticket for regional public transport travel (advance assistance is not provided for metropolitan travel)
- a prepaid ticket for commercial air travel, if the patient has a valid IPTAAS air approval.

If a patient is travelling by public transport or commercial air, IPTAAS may provide a prepaid ticket for their escort.

Escort only travel for advance travel is not eligible, unless the escort travels separate to the patient because the patient is travelling by emergency transport.

A patient must submit Additional Travel and Accommodation Form (and any required evidence) within six weeks of their return trip to complete their application. A patient may be required to reimburse IPTAAS the travel costs if they do not submit the form.

5.5 Bulk bill

Bulk billing is when an accommodation facility invoices IPTAAS directly for a patient's accommodation costs. A patient may be eligible to bulk bill their accommodation costs if they:

- stay in an accommodation facility that is registered with IPTAAS as a TPO; and,
- stay at least three consecutive nights; and,
- get an approval before they leave the accommodation facility.

To get an approval, the patient and accommodation facility should complete Application to bulk bill accommodation and submit it to IPTAAS before the patient leaves the accommodation facility. A new approval is required if a patient leaves the facility for five or more consecutive nights.
When a patient leaves the accommodation facility they must provide the accommodation facility with Additional Travel and Accommodation form (and include any required evidence) to submit with the accommodation invoice.

All invoices must include the approval ID, the accommodation check in and check out dates, and the accommodation costs. Invoices must be addressed to HealthShare NSW – IPTAAS, ABN 65 697 563 521.

An accommodation facility should generally invoice IPTAAS at the end of the stay. If a patient is staying for more than one month, the accommodation facility may submit monthly invoices. A patient will receive their travel subsidy when the final invoice is paid.

Subsidies will be calculated based on the accommodation type. The maximum IPTAAS subsidy rates will apply; any costs above the applicable maximum subsidy rate are the responsibility of the patient.

IPTAAS will provide one accommodation subsidy when multiple eligible patients or the patient and the escort stay in one room together. If multiple rooms are required because the patient/s and escort/s are staying in separate rooms, IPTAAS requires individual tax invoices from the accommodation provider itemising room numbers and the number of occupants. If no tax invoice can be provided the third party organisation will receive a subsidy for one room.

If the accommodation facility is part of a NSW local health district or specialty network, payment will be made directly from HealthShare NSW. The accommodation facility should contact their finance team to assist with invoicing and IntraHealth transactions.

5.6 Auditing and record keeping

IPTAAS conducts regular audits to confirm application and treatment details. A patient may be asked to prove that they attended treatment. Evidence of attendance should be kept (if not submitted to IPTAAS as part of their application) for two years from the application submission date. Evidence may include:

- an IPTAAS application form with the practitioner or health service declaration completed
- a Medicare benefit statement
- a medical certificate or hospital discharge papers
- an appointment schedule
- written confirmation of the appointment or treatment from the practitioner or health service.

IPTAAS may make relevant enquiries to assess the application to make sure that the correct subsidies are made. If any application or treatment details cannot be confirmed, a patient will be required to reimburse IPTAAS any subsidies received for that application. Giving false or misleading information is a serious offence.

5.7 Appeals

If a patient does not understand or agree with a decision made by IPTAAS, they should contact IPTAAS. IPTAAS will check the decision, explain why the decision was made and correct any errors. If a patient thinks the decision made by IPTAAS is incorrect they may appeal the decision. An appeal must be submitted to IPTAAS 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 IPTAAS. If more information is required and a decision cannot be made within 10 working days, IPTAAS will contact the patient to give an updated timeframe.

Further information on appeals see the IPTAAS Policy Directive.

5.8 Privacy

IPTAAS is committed to treating a patient's personal and health information in accordance with privacy law and has implemented measures to comply with its obligations under the Health Records and Information Privacy Act 2002. The privacy notice is available on the website and explains how and why IPTAAS collects personal information, how to access your personal information and how the information may be used.

5.9 Feedback

IPTAAS values all feedback and suggestions to help improve the service. Feedback can be made to a patient's local IPTAAS office:

- using the online feedback option
- by phone (1800 478 227)
- by email
- in person at an IPTAAS office with over-the-counter services.

5.10 Where to get more information

For more information, please go to the IPTAAS website – www.iptaas.health.nsw.gov.au – or call the patient's local IPTAAS office on 1800 IPTAAS (1800 478 227).

More information about IPTAAS offices and contact details is available in Appendix 2.

Any link to an external website is provided for your information and convenience only. IPTAAS does not endorse, monitor or control such sites and is not responsible for their content, or your access or use of them.

6. Appendices

Appendix 1. Definitions

Accredited service provider	An accredited service provider is a prosthetist or orthotist who has passed the EnableNSW quality assurance process of Accreditation. The quality assurance process ensures they are maintaining prosthetic manufacturing and clinical skills and maintaining continuing professional development in the area of amputee management. More information about accreditation is available on the EnableNSW website.
Adult	An adult is a patient aged 17 years old or more.
Appointment	An appointment is attendance at a health service for review or management of a health condition. Throughout these guidelines appointment may also be referred to as treatment or care.
Baby	A baby is a patient who is less than one year old.
Child	A child is a patient aged one to 16 years old. A patient is no longer considered a child once they are 17 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.
Financial Hardship	Financial Hardship may be considered if travel to access treatment will cause significant financial burden. The following indicators are examples of the factors IPTAAS will consider (but not limited to) when assessing eligibility for Financial Hardship: • A deficiency in income due to illness • Death in the family • Unforeseen circumstances in patient's capacity to meet financial obligations • Loss of job • Combination of debt including medical bills. Patients are to contact their local IPTAAS office on how to provide this evidence.
In transit	In transit travel is any travel that is not between a patient's residence and health service.
IntraHealth transaction	An IntraHealth transaction is a financial transaction between two NSW government health agencies.
IPTAAS	IPTAAS is the Isolated Patients Travel and Accommodation Assistance Scheme.
Journey	A journey is either: • a trip from the patient's residence to health service and return if the distance is at least 100kms one way, or • if the distance is less than 100km one way, the trips made within a week if the patient makes multiple trips and the distance travelled is at least 200kms.

Patient	A patient is the person getting treatment or attending an appointment at a health service and applying for travel and accommodation assistance from IPTAAS.
Referrer/health professional	A referrer or health professional is an appropriately qualified person who refers a patient for treatment at a health service.
Relocate	Relocate means to move from their principale place of residence. A patient is considered to have relocated if they are no longer living at their principale place of residence and: • their personal belongings are not kept there • they no longer receive mail at this address • they have updated their enrolment details with AEC, or • utilities such as electricity or gas are no longer connected in their details.
Ride sourcing	Ride sourcing is an ongoing arrangement where: • a driver makes a 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.
Spouse	A spouse is another person who the patient is: • legally married to • in a relationship with that is registered under a prescribed state or territory law although not legally married • living with on a genuine domestic basis in a relationship as a couple.
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 IPTAAS directly for the accommodation or travel cost. Any invoices to be paid by IPTAAS must be addressed to: HealthShare NSW – IPTAAS ABN 65 697 563 521
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.
Valid concession card	A valid concession card is a card (concession or health care) issued by Department of Human Services (Centrelink) or Department of Veterans Affairs (DVA) that entitles the card holder to benefits, including cheaper health care from the Australian Government. A concession card is not valid if the card was expired when the journey took place.
Week	A week is a period of seven consecutive days. A week does not have a specified start day.

Appendix 2. IPTAAS offices and contact details

A patient's local office is determined by the local health district they live in. If patients need help identifying which local health district applies, they can contact IPTAAS on 1800 478 227.

Hunter New England residents – Tamworth office

Phone	1800 478 227 and select Option 1
Email	HNELHD-IPTAAS@health.nsw.gov.au
Fax	(02) 4924 5767
Post	IPTAAS Coordinator Locked Bag 9783 Tamworth NEMSC NSW 2348
Over the counter service	Tamworth Hospital Dean Street North Tamworth NSW 2340

Far West residents - Broken Hill office

Phone	1800 478 227 and select Option 2
Email	FWLHD-IPTAAS@health.nsw.gov.au
Fax	(08) 8080 1695
Post	IPTAAS Coordinator Broken Hill Health Service PO Box 457 Broken Hill NSW 2880
Over the counter service	Broken Hill Health Service Thomas Street Broken Hill NSW 2880

All other NSW residents, including Lord Howe Island residents

Phone	1800 478 227 and select Option 3
Email	IPTAAS@health.nsw.gov.au
Post	IPTAAS Coordinator Locked Bag 3005, Sydney Markets NSW 2129
Over the counter service available to Mid North Coast, Northern NSW and Western NSW residents	Port Macquarie Community Health Morton Street Port Macquarie NSW 2444 Dubbo Base Hospital Myall Street Dubbo NSW 2830

Appendix 3. Australian federal, state and territory government travel schemes

Australian Capital Territory residents

Scheme name	Interstate Patient Travel Assistance Scheme (IPTAS)
Contact number	02 5124 2613
Website	https://www.canberrahealthservices.act.gov.au/before,-during-and-after-your-care/staying-at-canberra-hospital/before-you-arrive/getting-here-and-getting-around/travelling-from-outside-canberra

Northern Territory residents

Scheme name	Patient Assistance Travel Scheme (PATS)
Contact number	Visit the PATS website for office contact details
Website	https://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	https://www.qld.gov.au/health/services/travel/subsidies

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	https://www.health.tas.gov.au/patients/health-costs/ptas

Victorian residents

Scheme name	Victorian Patient Transport Assistance Scheme (VPTAS)
Contact number	1300 737 073
Website	https://www.health.vic.gov.au/rural-health/victorian-patient-transport-assistance-scheme-vptas

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	https://www.wacountry.health.wa.gov.au/Our-patients/Patient-Assisted-Travel-Scheme-PATS

Western Australian residents travelling interstate

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

Norfolk Island residents

Scheme name	The Norfolk Island Patient Travel and Accommodation Assistance Scheme (NIPTAAS)
Contact number	+ 6723 22091
Website	www.norfolkislandhealth.gov.nf

Veterans and war widows/widowers - Department of Veterans' affairs

Scheme name	Repatriation Transport Scheme (RTS)
Contact number	1800 555 254
Website	https://www.dva.gov.au/what-we-help-with/health-support/travel-for-treatment/claim-travel-expenses-under-the-vea

Appendix 4. Eligible specialist medical treatment

Specialty	Field of specialty practice
Addiction medicine	-
Anaesthesia	-
Dermatology	-
Emergency medicine	Paediatric emergency medicine
Intensive care medicine	Paediatric intensive care medicine
Medical administration	-
Obstetrics and gynaecology	Gynaecological oncology
	Maternal–fetal medicine
	Obstetrics and gynaecological ultrasound
	Reproductive endocrinology and infertility
	Urogynaecology
Occupational and environmental medicine	-
Ophthalmology	-
Paediatrics and child health	-
	Clinical genetics
	Community child health
	General paediatrics
	Neonatal and perinatal medicine
	Paediatric cardiology
	Paediatric clinical pharmacology
	Paediatric emergency medicine
	Paediatric endocrinology
	Paediatric gastroenterology and hepatology
	Paediatric haematology
	Paediatric immunology and allergy

	Paediatric infectious diseases
	Paediatric intensive care medicine
	Paediatric medical oncology
	Paediatric nephrology
	Paediatric neurology
	Paediatric nuclear medicine
	Paediatric palliative medicine
	Paediatric rehabilitation medicine
	Paediatric respiratory and sleep medicine
	Paediatric rheumatology
Pain medicine	-
Palliative medicine	-
Pathology	-
	General pathology
	Anatomical pathology (including cytopathology)
	Chemical pathology
	Haematology
	Immunology
	Microbiology
	Forensic pathology
Physician	-
	Cardiology
	Clinical genetics
	Clinical pharmacology
	Endocrinology
	Gastroenterology and hepatology
	General medicine
	Geriatric medicine
	Haematology

	Immunology and allergy
	Infectious diseases
	Medical oncology
	Nephrology
	Neurology
	Nuclear medicine
	Respiratory and sleep medicine
	Rheumatology
Psychiatry	-
Public health medicine	-
Radiation oncology	-
Radiology	Diagnostic radiology
	Diagnostic ultrasound
	Nuclear medicine
Rehabilitation medicine	-
Sexual health medicine	-
Sport and exercise medicine	-
Surgery	-
	Cardio-thoracic surgery
	General surgery
	Neurosurgery
	Orthopaedic surgery
	Otolaryngology – head and neck surgery
	Oral and maxillofacial surgery
	Paediatric surgery
	Plastic surgery
	Urology
	Vascular surgery

Appendix 5. Eligible specialty health clinics

Clinic Name	Clinic Location	Suburb
All Ears and Speech (Approval for highly specialised services related to cochlear implants) *	Goodwood Road	Westbourne Park
Ambulatory Rehabilitation Service	Wagga Wagga Base Hospital	Wagga Wagga
Armidale Outpatient Hand Therapy Clinic	Rusden Street	Armidale
Assistive Technology and Seating	Macquarie Hospital	North Ryde
Audiology Clinic	Canberra Hospital	Garran
Balance Disorders Clinic	Prince of Wales Hospital	Randwick
Bega Valley Community Health Service Lymphoedema Service	Bega Valley Community Health Service	Bega
Blacktown Hospital Paediatric Dietetics and Nutrition Service	Blacktown Hospital	Blacktown
Blue Mountains District ANZAC Memorial Hospital - Child and Adolescent Dev Unit - Dietetics Clinic	Blue Mountains Hospital	Katoomba
Botulinum Toxin Clinic	Sydney Children's Hospital	Randwick
Botulinum Toxin Clinic	The Children's Hospital at Westmead	Westmead
Brain Injury Rehabilitation Program	Hunter and Central Coast	Newcastle
Brain Injury Rehabilitation Program	Lourdes Hospital	Dubbo
Brain Injury Rehabilitation Program	John Hunter Children’s Hospital	Newcastle
Brain Injury Rehabilitation Program	Shoalhaven Hospital	Nowra
Brain Injury Rehabilitation Program	Port Kembla Hospital	Wollongong
Brain Injury Rehabilitation Program	The Children's Hospital at Westmead	Westmead
Brain Injury Rehabilitation Program	Liverpool Hospital	Liverpool
Brain Injury Rehabilitation Program	Port Macquarie	Port Macquarie
Brain Injury Rehabilitation Program	Coffs Harbour	Coffs Harbour
Brain Injury Rehabilitation Program	Bathurst Base Hospital	Bathurst
Brain Injury Rehabilitation Program	Tamworth Rural Referral Hospital	Tamworth
Brain Injury Rehabilitation Program	Ballina District Hospital	Ballina
Brain Injury Rehabilitation Program	Sydney Children's Hospital	Randwick
Brain Injury Rehabilitation Program	Royal Rehab	Ryde

Brain Injury Rehabilitation Program	Lavington Campus	Albury and Wagga Wagga
Brain Injury Rehabilitation Program	St John of God Hospital	Goulburn
Brain Injury Rehabilitation Program	Westmead Hospital	Westmead
Brindabella Day and Ambulatory Rehabilitation Services	University of Canberra Hospital	Bruce
Broken Hill Health Service Lymphoedema Clinic	Broken Hill Base Hospital	Broken Hill
Burns and Scar Clinic	The Canberra Hospital	Garran
Burns Clinic	Concord Repatriation General Hospital	Concord
Burns Clinic	Royal North Shore Hospital	St Leonards
Burns Clinic	Tamworth Hospital	Tamworth
Burns Clinic	The Children's Hospital at Westmead	Westmead
Burns Clinic	Wagga Wagga Base Hospital	Wagga Wagga
Cardiopulmonary Rehab	Dubbo Health Service	Dubbo
Campbelltown Hospital Dietetics Department - Paediatric General Clinic	Campbelltown Hospital	Campbelltown
Cerebral Palsy Clinic	John Hunter Children's Hospital	New Lambton Heights
Cerebral Palsy Clinic	Sydney Children's Hospital	Randwick
Cerebral Palsy Clinic	The Children's Hospital at Westmead	Westmead
Child and Family Dietetics Clinic	Tamworth Community Health	Tamworth
Children's and Youth Health Lactation Services – Infant Feeding Clinic	Nepean Hospital	Kingswood
Children's Lymphoedema Clinic	John Hunter Children's Hospital	New Lambton Heights
Children's Lymphoedema Clinic	Sydney Children's Hospital	Randwick
Children's Lymphoedema Clinic	The Children's Hospital at Westmead	Westmead
Children's Rehabilitation Unit	Queensland Children's Hospital	Brisbane
Cleft Palate Clinic	Canberra Hospital	Garran
Cleft Palate Clinic	Sydney Children's Hospital	Randwick
Cleft Palate Clinic	The Children's Hospital at Westmead	Westmead

Cleft Palate Clinic	Queensland Children's Hospital	South Brisbane
Clinical Genetics	Royal Hospital for Women	Randwick
Clinical Genetics	Sydney Children's Hospital	Randwick
Clinical Genetics	The Children's Hospital at Westmead	Westmead
ClubFoot Clinic	Coffs Harbour Health Campus Hospital	Coffs Harbour
Club Foot (lower limb clinic)	The Canberra Hospital	Garran
Coffs Harbour Chronic Pain Service	Coffs Harbour Health Campus	Coffs Harbour
Cognition and Memory Service Neuropsychology	Armidale Community Health	Armidale
Complete Pelvic Floor Physiotherapy	OTP House	Kotara
Community Child and Family Dietetic Home Enteral Nutrition Service	Mona Vale Community Health Centre	Mona Vale
Community Dietetic Paediatric Service	Mona Vale Community Health Centre	Mona Vale
Cooma Health Service Lymphoedema Service	Cooma Hospital and Health Service	Cooma
Cowra Health Service Community Lymphoedema Service	Cowra Health Service	Cowra
Direct Access Colonoscopy Clinic	Myall Street	Dubbo
Department of Rehabilitation Medicine	St George Hospital	Kogarah
Dietetics Department - Paediatric General Clinic	Campbelltown Hospital	Warwick Farm
Dietetics Paediatric Feeding Clinic	Nepean Hospital	Kingswood
Dietetic Paediatric Service	Mona Vale Community Health Centre	Mona Vale
Dubbo Health Service Community Lymphoedema Service	Dubbo Base Hospital	Dubbo
Dubbo Outpatient Rehabilitation Service	Dubbo Health Service	Dubbo
Early Diagnostic Clinic	Parklea Avenue	Croudace Bay
Endometriosis and Pelvic Pain Clinic	Orange Family Medical Centre	Orange
Endometriosis and Pelvic Pain Interdisciplinary Clinical Service	Lake Street	Varsity Lakes
Endometriosis and Pelvic Pain Interdisciplinary Clinical Service	Smith Street	Southport
Endometriosis and Pelvic Pain Interdisciplinary Clinical Service	Robina Hospital	Robina

Family Planning NSW	Newington Clinic	Newington
Forbes Health Service Community Lymphoedema Service	Forbes Hospital	Forbes
Gait Lab	The Children's Hospital at Westmead	Westmead
Gateway Community Speech Paediatric Feeding Service	The Gateway Centre	Gosford
Greenwich Hospital Palliative Care Lymphoedema Clinic	Greenwich Hospital	Greenwich
Griffith Base Hospital Lymphoedema Clinic	Griffith Base Hospital	Griffith
Hand Clinic	Orange Base Hospital	Orange
Hand Therapy	The Canberra Hospital	Garran
Hand Therapy Service	Tamworth Hospital	Tamworth
Hand Unit	Sydney and Sydney Eye Hospital	Sydney
Hand Unit	Sydney Children's Hospital	Randwick
Hand Unit	The Children's Hospital at Westmead	Westmead
Hawkesbury District Health Service Allied Health Team - Paediatric Dietetics Service	Hawkesbury District Health Service	Windsor
Head and Neck Cancer Clinic, Speech Pathology and Dietetic	Gold Coast University Hospital	Southport
Hearing Implants Australia (Approval for highly specialised services related to cochlear implants) *	St Vincents Clinic	Darlinghurst
Hearing Implants Australia (Approval for highly specialised services related to cochlear implants) *	Lake Road	Port Macquarie
Hearing Implants Australia (Approval for highly specialised services related to cochlear implants) *	The Ringers Road	Hillvue
Hearing Implants Australia (Approval for highly specialised services related to cochlear implants) *	Darling Street	Dubbo
Hearing Implants Australia (Approval for highly specialised services related to cochlear implants) *	Docker Street	Wagga Wagga
Hornsby Hospital Dietetic Paediatric Clinic	Hornsby Ku-ring-gai Hospital	Hornsby
Hunter Brain Injury Service	Hunter Brain Injury Service	Bar Beach
Huntington Disease Clinic	Westmead Hospital	Westmead
Intestinal Failure Clinic	Royal Prince Alfred Hospital	Camperdown
Karitane Residential Services	Campbelltown Hospital	Campbelltown
Little Allied Health (Approval for highly specialised	Rice Avenue	Elizabeth Vale

services related to cochlear implants) *		
Limb Service Clinic	Sydney Children's Hospital	Randwick
Limb Service Clinic	The Children's Hospital at Westmead	Westmead
Lymphoedema Clinic	Wagga Wagga Base Hospital	Wagga Wagga
Lymphoedema Service	Tamworth Hospital	Tamworth
Lymphoedema Service	Calvary Public Hospital	Bruce
Lymphoedema Service	Dubbo Base Hospital	Dubbo
Macquarie University Health Lymphoedema Clinic (Approval for diagnostic and surgical clinics)	Macquarie University	Macquarie Park
Maitland Hospital Paediatric Dietetics Clinic	Maitland Hospital	Maitland
Mars Clinic	Cornwall Steet Medical Centre	Woolloongabba
Metabolic Clinic	Westmead Hospital	Westmead
Metabolism and Obesity Clinic	Royal Prince Alfred Hospital	Camperdown
Metabolism and Obesity Clinic	Wagga Wagga Base Hospital	Wagga Wagga
Midwestern Brain Injury Rehabilitation Program (MWBIRP)	Bathurst Hospital	Bathurst
Musculoskeletal Service Clinic	Sydney Children's Hospital	Randwick
Musculoskeletal Service Clinic	The Children's Hospital at Westmead	Westmead
MSI Canberra	Moore Street	Canberra
Nepean Cancer Care Centre - Lymphoedema Clinic	Nepean Hospital Cancer Care Centre	Kingswood
Nepean Hospital - Neonatal Intensive Care Outpatient Dietetics and Nutrition Clinic	Nepean Hospital	Kingswood
Nepean Hospital Outpatient Department - Dietetics Paediatric Feeding Clinic	Nepean Hospital	Kingswood
Nepean Hospital Outpatient Department - Paediatric Dietician Clinic	Nepean Hospital	Kingswood
Nepean Hospital Outpatient Department – Speech Pathology Paediatric Feeding Clinic	Nepean Hospital	Kingswood
Neuropsychology Assessment Clinic	Sydney Children's Hospital	Randwick
Neuropsychology Assessment Clinic	The Children's Hospital at Westmead	Westmead
NextSense (Approval for highly specialised services related to cochlear implants) *	Australian Hearing Hub	Macquarie University
NextSense (Approval for highly specialised services	Hearing Australia	Albury

related to cochlear implants) *		
NextSense (Approval for highly specialised services related to cochlear implants) *	Vision Australia	Coffs Harbour
NextSense (Approval for highly specialised services related to cochlear implants) *	Cobra Street	Dubbo
NextSense (Approval for highly specialised services related to cochlear implants) *	Nowra Lane	Nowra
NextSense (Approval for highly specialised services related to cochlear implants) *	Kite Street	Orange
NextSense (Approval for highly specialised services related to cochlear implants) *	Tamworth Community Centre	Tamworth
NextSense (Approval for highly specialised services related to cochlear implants) *	Hearing Australia	Taree
NextSense (Approval for highly specialised services related to cochlear implants) *	O'Reilly Street	Wagga Wagga
NextSense (Approval for highly specialised services related to cochlear implants) *	Konara Medical Centre	Broadmeadow
NextSense (Approval for highly specialised services related to cochlear implants) *	Old Gladesville Hospital	Gladesville
NextSense (Approval for highly specialised services related to cochlear implants) *	Mann Street	Gosford
NextSense (Approval for highly specialised services related to cochlear implants) *	Alstonville Plaza	Alstonville
NextSense (Approval for highly specialised services related to cochlear implants) *	Moore Street	Liverpool
NextSense (Approval for highly specialised services related to cochlear implants) *	Hollingworth Street	Port Macquarie
NextSense (Approval for highly specialised services related to cochlear implants) *	Vinegar Hill Memorial Library	Rouse Hill
NextSense (Approval for highly specialised services related to cochlear implants) *	Gymnasium Road	Macquarie Park
NextSense (Approval for highly specialised services related to cochlear implants) *	War Memorial Hospital	Waverley
NextSense (Approval for highly specialised services related to cochlear implants) *	Werrington Corporate Park	Werrington
NextSense (Approval for highly specialised services related to cochlear implants) *	Crown Mall Arcade Shops	Wollongong
NextSense (Approval for highly specialised services related to cochlear implants) *	Solen Circuit	Norwest
NextSense (Approval for highly specialised services related to cochlear implants) *	Kent Street	Deakin
Nutrition Paediatric Feeding Clinic	Royal North Shore Hospital	St Leonards

Obesity Management Service	Belconnen Community Health Centre	Belconnen
Orange Health Service Community Lymphoedema Service	Orange Health Service	Orange
Orthopaedic Clinic	Gold Coast University Hospital	Southport
Orthotics Clinic	Children's Hospital Westmead	Westmead
Orthotics Clinic	Sydney Children's Hospital	Randwick
Osteoarthritis Chronic Care Program	Bathurst Hospital	Bathurst
Osteoarthritis Chronic Care Program	Orange Base Hospital	Orange
Osteoarthritis Chronic Care Program	Wagga Wagga Base Hospital	Wagga Wagga
Osteoarthritis Chronic Care Program	South East Regional Hospital	Bega
Osteoarthritis Chronic Care Program	Bowral Hospital	Bowral
Osteoarthritis Chronic Care Program	Broken Base Hospital	Broken Hill
Osteoarthritis Chronic Care Program	Canterbury Hospital	Canterbury
Osteoarthritis Chronic Care Program	Grafton Base Hospital	Grafton
Osteoarthritis Chronic Care Program	Coffs Harbour Base Hospital	Coffs Harbour
Osteoarthritis Chronic Care Program	Concord Repatriation Hospital	Concord
Osteoarthritis Chronic Care Program	Fairfield Hospital	Fairfield
Osteoarthritis Chronic Care Program	Gosford Hospital	Gosford
Osteoarthritis Chronic Care Program	Griffith Base Hospital	Griffith
Osteoarthritis Chronic Care Program	Hornsby Ku-ring-gai Hospital	Hornsby
Osteoarthritis Chronic Care Program	Lismore Base Hospital	Lismore
Osteoarthritis Chronic Care Program	Nepean Hospital	Penrith
Osteoarthritis Chronic Care Program	Port Macquarie Base Hospital	Port Macquarie
Osteoarthritis Chronic Care Program	Prince of Wales Hospital	Randwick
Osteoarthritis Chronic Care Program	Royal North Shore Hospital	St Leonards
Osteoarthritis Chronic Care Program	Royal Prince Alfred Hospital	Camperdown
Osteoarthritis Chronic Care Program	Shoalhaven District Memorial Hospital	Nowra
Osteoarthritis Chronic Care Program	St Vincent's Hospital	Darlinghurst
Osteoarthritis Chronic Care Program	Sutherland Hospital	Caringbah

Osteoarthritis Chronic Care Program	Tweed Hospital	Tweed Heads
Osteoarthritis Chronic Care Program	Westmead Hospital	Westmead
Osteoarthritis Chronic Care Program	Wollongong Hospital	Wollongong
Paediatric Endocrinology and Diabetes Service	Canberra Hospital	Garran
Paediatric Feed Clinic	Royal North Shore Hospital	St Leonards
Paediatric Feeding Clinic	Wagga Wagga Community Health	Wagga Wagga
Paediatric Physiotherapy	Gold Coast University Hospital	Southport
Paediatric Voice Clinic	Sydney Children's Hospital	Randwick
Paediatric Voice Clinic	The Children's Hospital at Westmead	Westmead
Parkes Health Service Community Lymphoedema Service	Parkes Hospital	Parkes
Ponseti (Clubfoot / Lower limb) Clinic	John Hunter Children's Hospital	New Lambton Heights
Ponseti (Clubfoot / Lower limb) Clinic	Sydney Children's Hospital	Randwick
Ponseti (Clubfoot / Lower limb) Clinic	The Children's Hospital at Westmead	Westmead
Ponseti (Clubfoot / Lower limb) Clinic	Queensland Children's Hospital	South Brisbane
Ponseti (Clubfoot / Lower limb) Clinic	Tamworth Base Hospital	Tamworth
Proactive Physiotherapy (*Approval for men's pelvic floor, incontinence, pre and post prostate surgery. Approval for women's pelvic health services prolapse, urinary incontinence, faecal incontinence and chronic pelvic pain.)	Bligh Street	Tamworth
Queanbeyan Health Service Lymphoedema Service	Queanbeyan District Hospital and Health Service	Queanbeyan
Queensland Children's Hospital Continence Physiotherapy Service	Queensland Children's Hospital	South Brisbane
Rise Physiotherapy and Cancer Rehabilitation	Sapphire Coast	Tura Beach
Royal Far West Paediatric Clinic	Royal Far West	Manly
Royal Far West Outreach Clinic	Darling Street	Tamworth
Royal Hospital for Women Physiotherapy Lymphoedema Clinic	Royal Hospital for Women	Randwick
RPA Neuropsychology	Royal Prince Alfred Hospital	Camperdown
Rural Spinal Outreach Clinic	Royal Rehab Clinic	Ryde
Scoliosis Physiotherapy and Bracing	High Street	Kew East

Seating Clinic	Prince of Wales Hospital	Randwick
South Australia Cochlear Implant Centre	Fullarton	South Australia
Specialist Cystic Fibrosis Clinic	John Hunter Children's Hospital	New Lambton Heights
Specialist Cystic Fibrosis Clinic	Royal Prince Alfred Hospital	Camperdown
Specialist Cystic Fibrosis Clinic	Sydney Children's Hospital	Randwick
Specialist Cystic Fibrosis Clinic	The Children's Hospital at Westmead	Westmead
Specialist Eating Disorders Day Program	James Fletcher Hospital	Newcastle
Specialist Pain Clinic	John Hunter Children's Hospital	New Lambton Heights
Specialist Pain Clinic	Sydney Children's Hospital	Randwick
Specialist Pain Clinic	The Children's Hospital at Westmead	Westmead
Speech Pathology Clinic	Canberra Hospital	Garran
Speech Pathology Clinic	John Hunter Children's Hospital	New Lambton Heights
Speech Pathology Clinic	Sydney Children's Hospital	Randwick
Speech Pathology Clinic	The Children's Hospital at Westmead	Westmead
Speech Pathology Head & Neck Clinic	Royal Adelaide Hospital	Adelaide
Speech Therapy Paediatric Feeding	Royal Prince Alfred Hospital	Camperdown
Spina Bifida Service Clinic	The Children's Hospital at Westmead	Westmead
Spinal Cord Injury Service Clinic	The Children's Hospital at Westmead	Westmead
Spinal Disabilities Clinic	Queensland Children’s Hospital	South Brisbane
Spinal Outpatients Clinic	Prince of Wales Hospital	Randwick
St George Hospital Lymphoedema Clinic Occupational Therapy	St George Hospital	Kogarah
St George Hospital Physiotherapy Lymphoedema Clinic	St George Hospital	Kogarah
Tamworth Hip Clinic	Tamworth Hospital	Tamworth
Tamworth Hospital Lymphoedema Early Intervention Clinic	Tamworth Hospital	Tamworth
The Shepherd Centre (Approval for highly specialised services related to cochlear implants) *	Nealie Place	Rivett
The Shepherd Centre (Approval for highly specialised services related to cochlear implants) *	Burren Street	Newtown

The Shepherd Centre (Approval for highly specialised services related to cochlear implants) *	Fordham Way	Oran Park
The Shepherd Centre (Approval for highly specialised services related to cochlear implants) *	Graham Avenue	Casula
The Shepherd Centre (Approval for highly specialised services related to cochlear implants) *	Dyer Crescent	West Gosford
The Shepherd Centre (Approval for highly specialised services related to cochlear implants) *	Hearing Hub	Macquarie University
The Shepherd Centre (Approval for highly specialised services related to cochlear implants) *	Pearson Street	Newcastle
The Shepherd Centre (Approval for highly specialised services related to cochlear implants) *	Dempster Street	West Wollongong
The Sydney Children's Hospital Network Dietetics	The Children's Hospital	Westmead
Tresillian Residential Services	McKenzie Street	Canterbury
Tresillian Residential Services	Barber Avenue	Nepean
Tresillian Residential Services	Shirley Road	Wollstonecraft
Tresillian Residential Services	Macksville District Hospital	Macksville
Tresillian Residential Services	QEII, Carruthers Street	Curtin, ACT
Upper Limb Amputee Clinic	Prince of Wales Hospital	Randwick
Upper Limb Amputee Clinic	Westmead Hospital	Westmead
Velopharyngeal Insufficiency (VPI) Clinic	Canberra Hospital	Garran
Velopharyngeal Insufficiency (VPI) Clinic	Sydney Children's Hospital	Randwick
Velopharyngeal Insufficiency (VPI) Clinic	The Children's Hospital at Westmead	Westmead
Voice and Swallow Clinic	Westmead Hospital	Westmead
Wagga Wagga Base Hospital Lymphoedema Outreach Lockhart Service	Wagga Wagga Base Hospital	Wagga Wagga
Wagga Wagga Base Hospital Lymphoedema Service	Wagga Wagga Base Hospital	Wagga Wagga
Western NSW LH District Chronic Pain Clinic	Orange Health Service Bloomfield Hospital	Orange
Western NSW LH District Chronic Pain Clinic Parkes District Health Service	Morrissey Way	Parkes
Western NSW LH District Chronic Pain Clinic Bathurst Health Service	Howick Street	Bathurst

Western NSW LH District Chronic Pain Clinic Dubbo Community Health Service	Palmer Street	Dubbo
Westmead Eyes Optometrist (Approval for 3D mapping and personal fitting of eye lenses)	Westmead Hospital	Westmead
Westmead Hospital Women and Children's Health Dietetics and Nutrition Service	Westmead Hospital	Westmead

* Highly specialised services related to cochlear implants includes: cochlear implant candidacy assessment; device activation, acute and long-term programming of the cochlear implant; milestone assessments; optimising outcomes and ensuring clients are tracking to meet their goals, including early intervention for children, and adult aural rehabilitation; technology upgrades.

Appendix 6. Eligible high risk foot clinics

Clinic Name	Clinic Location	Suburb
High Risk Foot Service	Bankstown Hospital	Bankstown
High Risk Foot Clinic	Bathurst Community Health Centre	Bathurst
High Risk Foot Service	Bega Valley Community Health Centre	Bega
High Risk Foot Service	Blacktown Hospital	Blacktown
High Risk Foot Service	Broken Hill Hospital	Broken Hill
High Risk Foot Service	Camden Hospital	Camden
High Risk Foot Service	Campbelltown Hospital	Campbelltown
High Risk Foot Clinic	Coffs Harbour Base Hospital	Coffs Harbour
High Risk Foot Clinic	Coffs Harbour Community Health Centre	Coffs Harbour
High Risk Foot Service	Concord Repatriation Hospital	Concord
High Risk Foot Service	Dubbo Base Hospital	Dubbo
High Risk Foot Service	Canberra Hospital	Garran
High Risk Foot Service	Grafton Community Health Centre	Grafton
High Risk Foot Clinic	Gosford Hospital	Gosford
High Risk Foot Service	Goulburn Community Health Centre	Goulburn
Podiatry and High Risk Foot Clinic	Hornsby Ku-ring-gai Hospital	Hornsby
High Risk Foot Service	John Hunter Hospital	New Lambton Heights
High Risk Foot Service	Lismore Community Health Centre	Lismore
High Risk Foot Service	Liverpool Hospital	Liverpool

High Risk Foot Service	Maclean Community Health Centre	Maclean
Diabetes High Risk Podiatry Service	Mount Druitt Hospital	Mount Druitt
High Risk Foot Clinic	Nepean Hospital	Penrith
High Risk Foot Clinic	Port Macquarie Base Hospital	Port Macquarie
Podiatry High Risk Foot Clinic	Prince of Wales Hospital	Randwick
High Risk Foot Service	Royal Adelaide Hospital	Adelaide
High Risk Foot Clinic	Royal North Shore Hospital	St Leonards
High Risk Foot Service	Royal Prince Alfred Hospital	Camperdown
High Risk Foot Clinic	St George Hospital	Kogarah
High Risk Foot Service	St Vincent's Hospital	Darlinghurst
Ambulatory Care Centre High Risk Foot Service	Shellharbour Hospital	Shellharbour
High Risk Foot Clinic	Shellharbour Hospital	Shellharbour
Podiatry High Risk Foot Service	Shellharbour District Memorial Hospital	Shellharbour
Podiatry High Risk Foot Service	The Sutherland Hospital	Caringbah
High Risk Foot Clinic	Tamworth Base Hospital	Tamworth
High Risk Foot Service	Tweens Heads Community Health Centre	Tweed Heads
High Risk Foot Service	Wagga Wagga Community Health Centre	Wagga Wagga
Podiatry High Risk Medical Service	Westmead Hospital	Westmead
Ambulatory Care Centre High Risk Foot Service	Wollongong Hospital	Wollongong
High Risk Foot Clinic	Wyong Hospital	Wyong

Appendix 7. Eligible oral health clinics in NSW

Clinic Name	Clinic Location	Specialities
Albury Community Dental	Albury Community Health	Paediatric Dentistry
Ballina Community Dental Clinic	Ballina	Oral Maxillofacial Surgery Orthodontics
Bathurst Dental Clinic	Bathurst Health Service	Advanced Surgical Exodontia
Bega Dental Clinic	Bega Southeast Regional Hospital	Paediatric Dentistry
Campbelltown Dental Clinic	Campbelltown Hospital	Oral Surgery
Oral Health Clinic	Coffs Harbour Health Clinic	Paediatric Dentistry
Oral Health Clinic	Dubbo	Orthodontics Paediatric Dentistry Oral Surgery
Goonellabah Dental Clinic	Goonellabah	Orthodontics
Dental Clinic	Gosford Hospital	Oral Maxillofacial Surgery Oral Surgery Special Care & Needs
The Blue Mountains Hospital Dental Clinic	Katoomba Community Health Facility	Oral Surgery
Kiama Integrated Primary and Community Health Centre	Kiama	Oral Surgery
Hunter New England Dental Clinic	Maitland Hospital Dental	Relative Analgesia
Mt Druitt Hospital Dental Clinic	Mt Druitt Hospital	Oral Maxillofacial Surgery
Nepean Centre for Oral Health	Nepean Hospital	Oral Surgery Oral Medicine Endodontics Orthodontics Prosthodontics
Newcastle Community Dental	Newcastle West	Advanced Exodontia Endodontics General Anaesthesia Oral Maxillofacial Surgery

		Orthodontics Oral Medicine Periodontics Paediatric Dentistry Relative Analgesia Special Care and Needs
Oral Health Clinic	Orange Health Service	Orthodontics Paediatric Dentistry Oral Surgery
Dental Services	Port Macquarie Base Hospital	Oral Maxillofacial Surgery
Queanbeyan Dental Clinic	Queanbeyan	Oral Surgery
Oral Health Clinic	Royal North Shore Hospital	Oral Surgery
Shellharbour Hospital Dental Clinic	Shellharbour Hospital	General Anaesthesia
Sydney Dental Hospital	Surry Hills	Critical and Integrated Care Dentistry Dento-maxillofacial Radiology Endodontics General Anaesthesia Oral Medicine Oral Surgery Orthodontics Paediatric Dentistry Periodontics Prosthodontics Maxillofacial Prosthodontics
Tamworth Oral Health and Dental Care	Tamworth	Paediatric Dentistry Relative Analgesia
Griffith School of Dentistry (postgraduate clinic)	Tweed Valley	Prosthodontics Periodontics Endodontics
Dental (Oral) Health Services	Wagga Wagga Base Hospital	Oral Surgery Paediatric Dentistry
Warilla Dental Clinic	Warilla	Oral Surgery Paediatric Dentistry Special Care & Needs
Oral Health Dental Clinic	The Children's Hospital	Paediatric Dentistry

Westmead Centre for Oral Health	Westmead Hospital	Oral Maxillofacial Surgery Prosthodontics Orthodontics Paediatric Dentistry Special Care & Needs Endodontics Prosthodontics Oral Medicine Oral Pathology
Hawkesbury Dental Clinic	Windsor Community Health Centre	Oral Surgery
Wollongong Dental Clinic	Wollongong Hospital	General Anaesthesia
Oral Health Clinic	Yagoona Community Health Centre	Oral Surgery

Appendix 8. Subsidy rates

Travel		
Travel Type	**Subsidy**	
Private vehicle	0.40c per km	
Public transport	Cost of ticket excluding GST	
Commercial air – with air approval	Cost of ticket excluding GST	
Commercial air – without air approval	The lesser of 0.40c per km Cost of ticket excluding GST	
Taxi	Based on length of appointment	
	Length of appointment	Maximum subsidy
	1 day	$20
	2 – 7 days	$40
	8 – 14 days	$80
	15 days or more	$160
Community transport – not receiving government funding	Cost of ticket excluding GST	
Accommodation		
Accommodation type	**Maximum subsidy per night**	
For profit and Not for profit	Total nights stayed	Patient only, Escort only, Patient and Escort, Escort and Escort Patient, Escort and Escort
	1 – 7 nights	$75
	8 nights or more	$120
Private	$40 per person per night	

Appendix 9. Air approval criteria

Criteria	
Active clinical management	A patient needs: ambulatory oxygen regular catheterisation frequent nebuliser therapy (less than four hourly), or a patient has a health condition that will be worsened by or difficult to manage during lengthy private vehicle or public transport travel A patient who needs to travel in one day to return for dialysis will meet the air approval criteria.
Musculoskeletal instability	A patient has a bone fracture that has not been stabilised or a musculoskeletal disorder and constant movement during lengthy private vehicle or public transport travel would compromise their healing or treatment outcome.
Pain management	A patient: is experiencing post-operative pain (within two weeks of an operation) has bone metastases has a prolapsed (herniated) disc or, has severe pain that will be worsened during lengthy private vehicle or public transport travel
Restricted mobility	A patient: has a spinal cord injury or needs significant assistance moving which prevents them travelling by private vehicle or public transport
Urgency	A patient needs urgent treatment (non-emergency) that is arranged at short notice, and it would be unreasonable / impossible for them to travel to their appointment by private vehicle or public transport in time for treatment. Patients with pre-planned treatment will not meet the air approval criteria.