

Question on Notice

No. 1137

Asked on 6 September 2018

MR L MILLAR asked the Minister for Health and Minister for Ambulance Services (HON DR S MILES) –

QUESTION

With reference to the Patient Travel Subsidy Scheme reform project—

Will the Minister advise what arrangements have been made to consult with regional, rural and remote Queenslanders regarding their experiences with using the Patient Travel Subsidy Scheme?

ANSWER

A range of steps have been taken to maximise consultation with regional, rural and remote Queenslanders in the PTSS Reform Project process.

The process is lead by a PTSS Steering Committee with membership that includes regional patient representatives, a remote Hospital and Health Service (HHS) Chief Executive, a regional HHS representative and two Deputy Directors-General from the Department of Health.

Since July 2017, 12 stakeholder engagement workshops have been held across the state. These include:

- Brisbane, 5 July 2017 with patients, Health Consumers Queensland, a remote Aboriginal Community Organisation and HHS staff.
- Charleville, 27 August 2017 with patients, council members, Aboriginal Community Organisations and HHS staff.
- Atherton, 27 September 2017, with patients and HHS staff.
- Brisbane, 4 October 2017, with HHSs and Departmental staff.
- Mt Isa, 2 November 2017, with patients, accommodation providers, a non-government organisation and HHS staff.
- Longreach, 15 November 2017 with HHS staff and a general practitioner.
- Bundaberg, 21 November 2017 with patients and HHS staff.
- Mackay, 22 November 2017 with patients and HHS staff.
- Rockhampton, 11 December 2017 with HHS staff.
- Townsville, 12 December 2017 with HHS staff.
- Brisbane, 18 April 2018, with patients and staff
- Brisbane, 1 May 2018 with HHS staff.

Since September 2017, five NGO forums have been held in Brisbane and Cairns in partnership with Health Consumers Queensland. Invitations were sent to over 77 organisations, including, for example, the Cancer Council, Heart Foundation, Queensland Aboriginal and Islander Health Council, National Seniors Australia, Aboriginal and Torres Strait Islander community organisations, Breaking Down the Barriers for Rural Patients in City Hospitals, and Hummingbird House.

On 27 September 2018, the Reform Project team met in Cairns with the North Queensland Primary Health Network and the Apunipima Cape York Council to provide a project update and discuss local issues relating to the PTSS.

Planning is underway to visit Cape York and Torres Island areas in late November to discuss specific issues relating to local communities and access to the Scheme.

The Reform Project team has also met with the Queensland Aboriginal and Islander Health Council to ensure that information on the scheme is communicated appropriately to Aboriginal and Torres Strait Islander communities, including those in regional, rural and remote locations.

Since August 2017, the Reform Project has produced a monthly communique in order to broaden engagement right across Queensland. The update is sent to over 500 recipients, with the number growing every month. Recipients include individuals who have participated in a workshop or expressed an interest in receiving regular communication about the project, along with patients, HHSs, NGOs and primary healthcare sector organisations.