

## Question on Notice

No. 244

Asked on 14 March 2025

**MR S KNUTH** ASKED MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON T NICHOLLS)—

### QUESTION

With reference to continued inefficiencies to the Patient Travel Subsidy Scheme (PTSS) due to the process of completing multiple forms—

Will the Minister investigate streamlining the PTSS application process to simplify a subsidy claim, particularly for regional and remote Queenslanders, such as by developing a template, auto populated after first use by the GP and auto submitted to the local PTSS hospital or taken to a centralised PTSS area?

### ANSWER

The Crisafulli Government is committed to boosting access to health services in regional Queensland, ensuring that people have better access to health services, regardless of where they live.

The Patient Travel Subsidy Scheme (PTSS) is a vital part of Queensland's health system, providing travel and accommodation subsidies to support rural and remote Queenslanders in accessing specialist medical services not available locally.

Recognising the importance of assisting patients navigate what can be a complex system, Queensland Health is on a continuous improvement journey in relation to administration of the PTSS. This has included to date a refresh of all patient information materials and a stronger forms processing management and patient reimbursement timeframes.

While the automation of templates to streamline the PTSS application process may be the ultimate goal, such an upgrade is complex with respect to system integration, the stewardship of patient confidential information, and cyber security risks.

It is important to note all Hospital and Health Services can book air, bus, ferry, or rail fares for patients and their escorts, alleviating the need for patients to submit a PTSS claim or outlay travel costs upfront. Additionally, approved commercial accommodation subsidies can be paid directly to the accommodation provider by the approving public hospital or health facility, assisting patients with outlay costs.

Support is available for patients to complete their PTSS applications. Patients can seek assistance from their local PTSS office or healthcare providers to ensure their forms are correctly filled out and submitted.

We are committed to making the PTSS more accessible and efficient for all Queenslanders, particularly those in regional and remote areas. All feedback is invaluable in helping us achieve this goal, and we will continue to explore and implement improvements to the scheme.