

Question on Notice

No. 499

Asked on 12 May 2026

MR R KATTER ASKED MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON T NICHOLLS)—

QUESTION

With reference to the Patient Travel Subsidy Scheme (PTSS)—

Will the Minister advise the current average processing time (in working days) for reimbursement claims, reported separately by Hospital and Health Service?

ANSWER

The Crisafulli Government's 2025-26 Budget is the largest budget ever allocated to the Patient Travel Subsidy Scheme (PTSS).

In 2024-25, PTSS provided almost 311,000 claim payments to over 80,000 eligible patients. The protocol for administration of PTSS requires HHSs to establish a process for ensuring payment of approved subsidies are made within 30 business days of all necessary documentation being submitted to the HHS. I am advised that currently all HHSs are processing PTSS subsidy payments within that time frame.

I am advised that the current average processing time for reimbursement of PTSS claims is captured in the table below.

PTSS – Quarter 3 2025-26 (June 2025 to March 2026)	
Hospital and Health Service	Average age of PTSS claims processed (Business Days)
Cairns and Hinterland	23
Central Queensland	21
Central West	12
Children's Health Queensland^	N/A
Darling Downs	13
Gold Coast	5
Mackay	18
Metro North	11
Metro South	6
North West	6
South West	14
Sunshine Coast	1
Torres and Cape	4
Townsville	4
West Moreton	6
Wide Bay	27

^Children's Health Queensland (CHQ) is a receiver of PTSS Patients across the state, being the main treatment facility for children in Queensland. For patients sent from CHQ to other facilities (mostly inter-state), an agreement exists with Metro South to process these claims on behalf of CHQ.

Regarding this average, it should be noted that there will always be some payments that fall outside of the 30 business days, driven by a range of factors including incomplete documentation.

I acknowledge the difficulties many people have experienced in navigating the PTSS claims and reimbursements system. At my request, Queensland Health is undertaking targeted improvements to these processes with the aim of speeding up payment times and reducing paperwork for as many patients as possible.

PTSS processing backlogs may occur periodically throughout the year, typically during times of increased patient activity or when HHSs are experiencing resourcing constraints. Whenever these backlogs have occurred, HHSs implement a range of remedial actions, including the redeployment of additional staff from other work units to support processing while recruitment and training activities were undertaken to better support Queensland patients.