

Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

Fact sheet for patients

<https://www.iptaas.health.nsw.gov.au>



What is IPTAAS?

The Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS), provides financial assistance towards travel and accommodation costs when you need to travel more than 100km one way or 200km within a week for specialised medical treatment that is not available locally.

Who is eligible for IPTAAS?

To be eligible for IPTAAS, you must:

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

Your eligibility will be assessed with each claim you make.

What financial support is available?

IPTAAS provides financial support towards travel and accommodation. You can claim financial assistance towards:

- private vehicle travel
- public transport (trains, buses and ferries)
- taxis (includes ride sharing like Uber)
- air travel (in special circumstances)
- accommodation.

Travel subsidies

- Private vehicle travel subsidy is 40c per kilometre
- The full cost of public transport minus GST is reimbursed
- For approved air the full economy cost minus GST is reimbursed
- Taxi and other ride-sharing services (variable rates).

Accommodation subsidies

- \$40 per person per night if you are staying with family or friends (Airbnb will also be paid at this rate)
- \$75 per night if you are staying in not-for-profit or commercial accommodation for the first seven nights and \$120 per night from day eight onwards.

Escorts

Patients are also able to apply for additional financial support for an adult (escort) who travels and/or stays with them and provides them with support during treatment. Patients are entitled to one escort.

A patient is eligible for two escorts if they are:

- An Aboriginal or Torres Strait Islander person; or,
- If they are a child and their health service provides written confirmation that their condition is life threatening

IPTAAS subsidies for travel and accommodation for appointments/treatment prior to 1 August 2022 will be paid at the previous rate. Our frequently asked questions provide more information about these rates (<https://www.iptaas.health.nsw.gov.au/faq>).

Specialised medical treatment approved by IPTAAS

There are numerous ways your healthcare provider is approved by IPTAAS.

1. Your practitioner is recognised by the Medical Board of Australia as a **specialty service** or in a field of specialty practice.
2. Prosthetists or orthotists are eligible if:
 - they are providing you with 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.
3. **Ocularists** are eligible if your practitioner is a member of the Ocularists Association of Australia.
4. Your practitioner is providing you with dental or orthodontic treatment associated with the treatment of your cleft lip and cleft palate.
5. Your practitioner is a medical or dental practitioner with a registered speciality of oral and maxillofacial surgery and is providing you with an oral surgery service.
6. Your practitioner is an AHPRA registered dental practitioner and is providing you with an oral surgery service in an operating theatre requiring general anaesthesia.
7. Your practitioner works for an approved publicly funded oral health clinic (<https://www.iptaas.health.nsw.gov.au/for-medical-professionals/oral-health-clinics>) and is providing you with a specialist or specialised dental service (excludes general dentistry)
8. Your allied health or high risk foot service is on our list of **approved health services**:
 - **approved allied health clinics** (<https://www.iptaas.health.nsw.gov.au/for-medical-professionals/approved-allied-health-clinics>).
 - **approved high risk foot services** (<https://www.iptaas.health.nsw.gov.au/for-medical-professionals/high-risk-foot-services>).
9. You are participating in a non-commercial clinical trial

Please note, general practice is not considered eligible, even if the practitioner is registered as a general practice specialist.

How can I get started on my claim?

Applying online is the easiest and fastest way to make a claim and the fastest way to receive your assistance payment.

Our step-by-step video (<https://www.ipaas.health.nsw.gov.au/For-patients>) will guide you through our online claiming system. When you register for our online system and make your first claim, your information will be in the system for any future claims.

You can also apply using application forms which can be completed electronically and emailed to IPTAAS. The forms can also be printed and sent via post or handed in at an IPTAAS office.

IPTAAS offices are located at Broken Hill, Dubbo, Port Macquarie and Tamworth.
(<https://www.ipaas.health.nsw.gov.au/offices>).

The application forms are available on the IPTAAS website (www.ipaas.health.nsw.gov.au/For-patients/application-forms).

Air Travel

If you are required to travel by air, an air approval code is required before you fly. To get an air approval code your referring health professional, medical practitioner, health service or their authorised representative must contact IPTAAS. If you did not get an air approval code travel will be reimbursed at the private vehicle rate.

Who can sign an IPTAAS referral?

A general practitioner is usually the source of a referral. You can also be referred by a dental practitioner, medical practitioner, midwife, optometrist, visiting medical officer or from a screening program. Any of these practitioners or their authorised representative can sign your referral. An authorised representative is a person who can confirm a patient's appointment or treatment and is employed by the same service as your referrer.

To be eligible for IPTAAS you must be referred for treatment at your nearest health service.

Where can I get more information or help?

Ask your social worker or healthcare team,
Call the IPTAAS team on 1800 478 227 or
Visit ipaas.health.nsw.gov.au.