

# CONSTITUENT QUESTION

## House of Assembly

ASKED BY: Jess Greene MP

ANSWERED BY: Hon Bridget Archer MP  
Minister for Health, Mental Health and Wellbeing

### QUESTION:

A Beauty Point constituent has struggled to attend important medical appointments because the community car is often at capacity and there is limited public transport available. She has emphysema and other complex medical conditions. Minister, what are you doing to ensure that Tasmanians in regional communities can reliably access transport to receive essential healthcare? How many appointments have been missed by people from regional areas because of transport barriers? Is the Department tracking this data?

### ANSWER:

#### **Regional transport**

- The Tasmanian and Australian Governments fund community programs that provide supports to eligible people, including transport services to help people to attend essential health appointments.
- These programs are funded through the Tasmanian Home and Community Care (HACC Program) and aged care services such as the Commonwealth Home Support Programme (CHSP). They are designed to support people who cannot use mainstream transport due to illness, disability, or ageing, and provide a door-to-door service.

- I am advised that there are currently no waiting lists for transport in the Beauty Point region for the HACC Program.
- More broadly, the Tasmanian Government is investing an additional \$305,000 in Community Transport Services Tasmania (CTST) to expand the service on the North West and West Coast through additional vehicles and capacity, supporting thousands of extra trips each year and improving access to care for regional communities in this region.
- In addition, \$350,000 has been provided to CTST for 2026-27 to extend its Transport for Young People program.
- The Department of Health also provides funding to recompense transport and accommodation costs through the Patient Transport Assistance Scheme (PTAS).
- PTAS provides important financial assistance to eligible Tasmanian residents who are required to travel to access specialised medical care, both intrastate and interstate.

#### **Data collection**

- The Department of Health engages with community transport providers to understand local demand, capacity pressures, and service gaps, to inform ongoing planning and funding decisions.
- Outpatient Services regularly monitors and analyses data on patients who did not attend an outpatient appointment as part of continual service improvement.
- The Department of Health does not hold information on the reasons individuals may not attend scheduled medical appointments, nor does it have visibility of missed appointments in private hospitals, general practice, or other primary healthcare settings.



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