

Travel and Temporary Relocation



The Queensland Liver Transplant Service (QLTS)

The QLTS was established in 1985 and is the only liver transplant centre in Queensland. It is one of the most outstanding national and international liver transplant units. We support those living in Queensland and northern New South Wales.

Adults who meet medical and psychosocial criteria for liver transplantation are transplanted at the Princess Alexandra Hospital (PAH). Children are transplanted at Queensland Children's Hospital. Organ donation rates have increased in recent times and more patients are being referred.

Not all patients referred to QLTS will be accepted onto the waiting list. Wait times can vary from days to years.

There is no accommodation facility specifically for liver transplant patients and families.

Visit the QLTS website to learn more:

www.qld.gov.au/health/services/specialists/queensland-liver-transplant-service

Support for regional and remote patients

If you are referred to the QLTS, **financial assistance** may be available. This can go towards **travel and accommodation** costs. This is for patients who are:

- Newly referred
- Completing a full transplant assessment
- Who are on the waiting list
- Who need to temporary relocation before the transplant
- Who had a transplant and need to attend outpatient clinics in Brisbane
- Who need to go back to hospital in Brisbane for further review and support.



The Patient Travel Subsidy Scheme (PTSS)

- It offers financial support for patients referred for specialist medical treatment. This care must not be available within 50 km of their closest public hospital or public health facility.
- Patients must live in Queensland and be eligible for Medicare
- Eligible patients can apply for help with travel and accommodation costs
- Patients and families should talk to the Travel Officer at their closest local hospital to learn more

www.qld.gov.au/health/services/travel/subsidies

Travel subsidy

Patients can apply for a subsidy to help with the cost of travel. Travel could include car (\$0.34 per km as of 1 July 2024), bus, train, ferry, or airplane. Eligible patients can apply for their support person to travel with them. Under the PTSS, a support person is called an 'escort'.

The local hospital travel office will consider each patient's circumstances when approving transport. Approved transport may be different for each journey.

Accommodation subsidy

Patients can apply for a subsidy to help with accommodation costs. The patient must medically need to be away from home. Patients who need to temporarily move for care, such as transplantation, can still access the PTSS. You should speak with your local hospital travel officer about longer term accommodation needs.

Patients being considered will need a support person to come with them to some appointments. You will also need a support person if you are listed and after you have a transplant. A support person or 'escort' is important for your health and recovery. You may also be able to claim accommodation subsidy for your escort.



Rates as of 1 July 2024:

- Commercial accommodation - up to \$70 per night
- Private accommodation - \$10 per night



Determining eligibility for PTSS

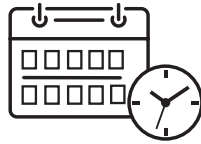
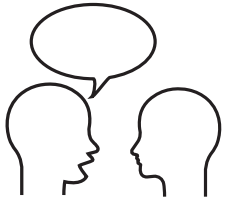
After speaking with your local hospital travel officer, you will need to **fill out these documents**:

- **Patient Registration (Form A)**
You will only need to register once unless your details change
- **Travel Referral (Form B)**
This will need to be completed by your referring doctor or GP. Referrals are valid for 12 months
- **Patient Vendor Banking details – EFT**
Account details must be in the name of the patient applying for the scheme

Filled out forms should then be given to your local hospital travel office for consideration.

www.qld.gov.au/health/services/travel/subsidies/ptss-forms





When to claim subsidy after approval

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During the QLTS referral phase:

- When you come to appointments in Brisbane, you can claim a subsidy for travel and required overnight stays.
- Your local hospital travel officer can help book air, bus, or train travel to Brisbane.
- If you travel by private car, you can still claim a subsidy through your local travel office.
- Once in Brisbane, travel from the airport to your accommodation, hospital or outpatient appointments is not subsidized.
- You must fill out the **Appointment Attendance - Form C** to claim a travel or accommodation subsidy.
- It is the patient's responsibility to ask a member of the specialist team to fill out Form C. This must be done at the time of their appointment. Only one signature is needed per day, even if you attend multiple appointments.
- If you book your own air, bus, or train travel to Brisbane you can still claim a subsidy. Speak with your local hospital travel office about how. You will need to give them the Form C.
- If you need overnight accommodation, your local hospital travel officer can offer more information. A short list of choices is also included in this guide.
- Some facilities are registered for PTSS bulk billing. They only charge gap fees. It is good to ask the facility if they bulk bill at the time of booking.
- Often people will book and pay for their accommodation. In this case, you can submit paid receipts and your Form C to your local hospital travel office. They will process your eligible reimbursement after you get home.
- If you are admitted to hospital, speak with the ward nurse, doctor, or social worker. They can offer more information. They will also help to fill out Form C when you are ready for discharge.

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If you need to temporarily move to Brisbane:

- Patients who live beyond 4 hours travel by road from PAH need to temporarily relocate to Brisbane before a transplant.
- Some patients will need a support person during this time.
- Contact your local hospital travel office to let them know. They will help book air, bus, or train travel to Brisbane. They will also talk to you about subsidy for travel by car and longer term accommodation options.
- Now is the time to talk with the QLTS Social Worker. You can call them on (07) 3176 2610 or email pahlivertransplant.sw@health.qld.gov.au. The Social Worker can talk with you about what you need before and after the transplant. They can also tell your local hospital travel office about your longer stay in Brisbane.
- Once in Brisbane patients are not subsidized for travel. For example, travel from the airport to your accommodation. Or travel to the hospital or outpatient appointments is not subsidized.
- As wait times for transplantation can vary it is important for you to choose accommodation which best meets your needs. Some people may stay with local family. Others can explore a range of options including hotels, Airbnb, or short term rentals. You will find a short accommodation guide in this document.
- Your local hospital travel office will decide the eligible accommodation subsidy.
- While you need to stay in Brisbane, the QLTS Social Worker can help with the PTSS. They can fill out the necessary Form C and speak with your local hospital travel office as needed.

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After Transplant:

- A support person will need to stay with you after you are discharged from hospital.
- Your doctor will let you know when you are ready. You or your support person should book accommodation at this time.
- Many people will choose to stay close to the PAH to reduce travel.
- You will attend frequent, early morning outpatient appointments at PAH. Your transplant doctor and nursing team will talk to you about your care.
- If you live in near regional areas:
You will need to stay nearby to the PAH for 6 to 8 weeks after you leave the hospital.
- If you live in more distant regional areas:
You need to stay in Brisbane for 12 weeks.
- While you need to stay in Brisbane, the QLTS Social Worker can help with the PTSS.
- When you return home, you can still claim a subsidy for future appointments. Speak with your local hospital travel office to learn more.

Each state has its own travel and accommodation subsidy scheme.

If you are from New South Wales, you should contact your local hospital.

You should also read the Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) to learn more and check your eligibility.

www.iptaas.health.nsw.gov.au/for-patients/eligibility

Brisbane accommodation

There are many different choices across the city. Below is a small list of some accommodation near PAH. If you have any questions, please call them directly.

It is important that you and your family check facilities. Make sure everyone is comfortable with the choice.

The PAH accepts no responsibility for any changes, quality, or costs of the facilities.



Near the hospital under 2 kms

Alexandra Serviced Apartments 240 Ipswich Road, Buranda QLD 4102	Phone: (07) 3335 6600
Hotel Chino 19 O'Keefe Street, Woolloongabba QLD 4102	Phone: (07) 3896 4000
Oaks Woolloongabba 48 O'Keefe Street, Woolloongabba QLD 4102	Phone: 1300 396 071
Greenslopes Motor Inn 389 Cornwall Street Corner of Cornwall Street and Dansie Street, Greenslopes QLD 4120	Phone: (07) 3394 3066
Brisbane Street Studios 70 Brisbane Street, Annerley QLD 4103	Phone: (07) 3334 8222
Lancaster Court Motel 521 Ipswich Road, Annerley QLD 4103	Phone: (07) 3892 5700
Annerley Motor Inn 591 Ipswich Road, Annerley QLD 4103	Phone: (07) 3556 3911

Over 2 kms

Hotel Diana 12 Annerley Road, Wolloongabba QLD 4102	Phone: (07) 3391 2911
Stay on Q BNB 36 Qualtrough Street, Woolloongabba QLD 4102	Phone: 0412 610 372
Quest Woolloongabba Apartments 130 Logan Road, Woolloongabba 4102	Phone: (07) 3873 3000
Kinkera 33 Waterton Street, Annerley QLD 4103	Phone: 0419 134 232
Gabba Central Apartments 803 Stanley Street, Woolloongabba QLD 4102	Phone: (07) 3175 4700
Leukaemia Foundation - ESA Village 41 Peter Doherty St, Dutton Park 4102	Phone: 1800 620 420
Clem Jones - Sunland Village 170 Middle Street, Coopers Plains QLD 4108	Phone: 1800 620 420
Bridgewater Apartments 55 Baidon Street, Kangaroo Point QLD 4169	Phone: (07) 3391 5300
City Star Lodge 650 Main Street, Kangaroo Point QLD 4169	Phone: (07) 3391 6222
Mater Hill Place 3 Allen Street, South Brisbane QLD 4101	Phone: 1800 787 743
River Plaza Apartments 21 Dock Street, South Brisbane QLD 4101	Phone: (07) 3846 7000
Southbank Motel 180 Gladstone Road, South Brisbane QLD 4101	Phone: (07) 3844 7988
Hillcrest Apartment Hotel 311 Vulture Street, South Brisbane QLD 4101	Phone: (07) 3846 3000
Quest South Brisbane 50 Water Street, South Brisbane QLD 4101	Phone: (07) 3007 8988
Cancer Council - Charles Wanstall Lodge 37 Fleming Road, Herston QLD 4006	Phone: (07) 3708 8235
Annexe Apartments 9 - 11 Walden Lane, Bowen Hills QLD 4006	Phone: (07) 3180 3700
Oaks Brisbane Mews Suite 141 Campbell Street, Bowen Hills QLD 4006	Phone: 1300 854 744
Rydges Fortitude Valley 601 Gregory Terrace, Bowen Hills QLD 4006	Phone: (07) 3188 3000

You can search more widely using hotel booking websites. Some websites are AIR BNB, Booking.com, Wotif.com, Expedia and Trivago. Another way is connecting with a local real estate agent for short term private rentals.

Waiting times

Transplantation depends 100 per cent on organ donation. Some patients wait longer than others. National clinical and ethical guidelines are in place.

Donor organs are matched with a recipient based on:

- Blood type
- Weight of the recipient or donor
- How long a patient has been waiting
- The sickest patient at the time of the donor organ offer

Some patients with advanced liver disease can become more ill. Transplant may no longer be an option.

Impact of moving on patients and families

Transplant assessment can be lengthy. Patients may travel back and forth to appointments at PAH. They may need to temporarily relocate or stay in Brisbane for a long time. Each person's situation is different.

Organising accommodation and someone to look after your home or pets; making plans for your job, or schooling or childcare arrangements. This can be an emotional time for entire families. Speak to the transplant team if more support is needed.

- Community organisations and churches can also help sometimes
- Some patients and carers may be eligible for other financial assistance
- Contact Centrelink for information and advice.

www.servicesaustralia.gov.au/individuals/centrelink

To find out more from the QLTS Social Worker

Princess Alexandra Hospital
199 Ipswich Road
Woolloongabba QLD 4102

Phone: **(07) 3176 2610**

Email: pahlivertransplant.sw@health.qld.gov.au

