



Buyers Guide

Title:

Mental Health Patient Transport Services

Number:

DOH20193996

Contract Authority:

Department of Health Western Australia

Initial Contract Term:

Commenced 1 February 2020

Expires 30 May 2027

Extension Options:

Nil

Table of Contents

1. INTRODUCTION 3

2. CONTRACT SUMMARY 3

3. CONTRACT MANAGER..... 3

4. CONTRACTOR DETAILS..... 4

5. CONTRACTED PRODUCTS/SERVICES..... 4

 5.1 SPECIFICATION5

 5.2 SERVICES6

 5.3 BOOKING SYSTEM.....6

 5.4 ATTENDANCE TIMES.....7

 5.5 CREW AND VEHICLES7

6. BUYING OFF THIS CONTRACT 8

 6.1 BUYING RULES8

 6.2 RESPONSIBILITY FOR COSTS8

 6.3 PRICE SCHEDULE.....9

 6.4 PRICING SCHEDULE- ALL COSTS ARE QUOTED IN AUSTRALIAN DOLLAR - AUD (\$) AND ARE EXCLUSIVE OF GST.....10

 6.5 INVOICING AND PAYMENT PROCESS.....12

7. ISSUES & COMPLAINTS12

 7.1 COMPLAINTS AND FEEDBACK FORM12

8. FURTHER DETAILS.....12

APPENDIX 1- SERVICE AREA MAP13

APPENDIX 2 – CUSTOMER FEEDBACK.....14

APPENDIX 3 SIGNIFICANT RISK PROCESS.....15

APPENDIX 3 REFERRAL PATHWAY.....16

Version History

Version No.	Changes Made	Effective Date	Next Revision	Approver
1	Original	01/02/2020		
1.1	Update to reflect Service Agreement	21/04/2021	30 June 2021	Rebecca Hamilton
1.2	Variation 3 details, Contractor Contact, Flow Chart	18/05/2021	30 June 2022	Rebecca Hamilton
1.3	Variation 4 and 5 details, Updated to reflect current pricing	01/07/2023	31 December 2024	Sarai Stevely
1.4	Contract Manager	01/07/2024	31 December 2024	Sarai Stevely
1.5	Variation 6 details, Contract Manager, Updated pricing to reflect indexation, Links to MH Policies	05/03/2025	01 July 2025	Nevada McGinnis

1.6	Updated pricing to reflect indexation, rescinded policy, addition pricing for surge crew	01/07/2025	01 July 2026	Nevada McGinnis
-----	--	------------	--------------	-----------------

1. INTRODUCTION

The current contract between the Department of Health and Wilson Medic One (WMO) came into effect on 1 February 2020 to provide a road-based transport service for eligible mental health patients who are subject to a transport order (TO) or apprehension and return order (ARO) under the Mental Health Act 2014 (WA).

The service provides specialist 24/7 road-based transport using modern ambulances offering a person-centred, recovery-oriented, culturally competent, and trauma-informed approach to maximise patient and staff member safety. All staff have undertaken training in mental health first aid, managing mental health crisis, prevention and de-escalation of aggression, self-awareness and calming, positive framing, and the safe use of physical and mechanical restraints. All staff are qualified with a minimum Certificate III in non-emergency patient transport, with many staff being Registered Paramedics with AHPRA.

St John Ambulance is not a contracted provider for booked mental health transports of a patient subject to a TO or ARO within the service area but will respond to mental health patients where there is a high medical acuity. This may include, for example, a life-threatening bleed, drug overdose, chest pain or altered level of consciousness within the primary and interhospital space.

2. CONTRACT SUMMARY

Contract Title:	Mental Health Patient Transport Services
Contract Number:	DOH20193996
Contract Term:	Initial: Extended until 30 May 2027 Extension Options: Nil
Contract Commencement Date:	1 February 2020
Current Expiry Date:	30 May 2027

3. CONTRACT MANAGER

Contract Manager (name):	Michael Wilcox
Title:	Principal Project Officer Ambulance and Patient Transport Services Purchasing and Contracting Unit Purchasing & System Performance
Telephone Number:	(08) 6213 5493

Email:	ASCM@health.wa.gov.au
Address:	189 Royal St, East Perth, 6004

4. CONTRACTOR DETAILS

Contractor:	Wilson Medic One (WMO)
Contact Person:	Nicola Dewar - Senior Manager – Clinical Services
Telephone Number:	0428 249 314
Email:	nicola.leech@wilsonmedicone.com.au nicola.dewar@wilsonmedicone.com.au
Address:	Unit 6, Level 1, 190 Abernethy Road Belmont, Western Australia 6104
Contracted Hours:	24 hours per day, 7-days per week
Delivery Locations:	Metropolitan area, including transfers to Bunbury See Appendix-1 SERVICE AREA MAP
ABN / ACN:	69 088 192 956 / 088 192 956

5. CONTRACTED PRODUCTS/SERVICES

The Mental Health Patient Transport Service (MHPTS) provides road-based transportation for patients on a Mental Health Act form 4A, 4B or 7D requiring transfer between facilities, home to hospital, or community to hospital.

There are currently five (5) vehicles available within the metropolitan area that provide coverage across 24 hours a day, seven (7) days a week consisting of:

- 2 vehicles available 24 hours per day
- 3 vehicles available 12 hours per day
 - 1 vehicle x 07:00 to 19:00
 - 1 vehicle x 12:00 to 24:00
 - 1 vehicle x 10:00 to 22:00

The contract is mandatory for use by the following HSP's:

- Child and Adolescent Health Service (CAHS)
- North Metropolitan Health Service (NMHS)
- South Metropolitan Health Service (SMHS)
- East Metropolitan Health Service (EMHS)

Public Private Partnership services (Joondalup Health Campus and St John of God Midland)

The contract is mandatory for the following transports:

Regional transfers arriving in Perth via Royal Flying Doctor Service (RFDS).

- Transfers to Bunbury Regional Hospital that have originated in a metropolitan hospital.
- Metropolitan community requests by General Practitioners, private psychiatrists, community mental health services and other public services that can issue a 4A Transport order or 7D Apprehension and Return order.
- (NOTE: Excludes regional MHPT which continues to be provided by St John WA)

5.1 Specification

Provisions for transport of mental health patients are set out in the *Mental Health Act 2014 (WA)* (MHA 2014). The general definitions and processes are provided below.

The following policies support and govern the provision of transport under this contract. The following policies are mandatory requirements under the *Mental Health Policy Framework* pursuant to section 26(2)(a) and (c) of the *Health Services Act 2016 (WA)*.

- [MP 0063/17 - Road-Based Transportation for Mental Health Consumers Policy](#)
- MP 0165/21 - Use of Physical and/or Mechanical Restraint during Road-based Transportation of Mental Health Patients Policy – This policy was rescinded in October 2025 due to advice from Policy Framework Support outlining that as the providers are not covered under the Health Services Act and there are no other similar positions within WA health, the Department is unable to bind a contracted health entity in this instance. The Policy will be replaced by a document outlining the procedural requirements for executing transport orders made under the Mental Health Act 2014. This will be an internal procedural document managed between PCU and the Mental Health Unit.

Purpose of a transport order

Where a person needs to be involuntarily transported for assessment, examination or treatment and no other safe means of transporting the person is reasonably available.

Who may make a transport order?

Only a psychiatrist, medical practitioner or an authorised mental health practitioner can make a transport order.

Places where a person may be transported:

- To and from an emergency department or other ward at a general hospital
- To and from an authorised hospital such as Graylands, SCGH MHU, Bentley, FSH, Fremantle, Armadale, Rockingham Mental Health Unit (MHU), SJoG Midland, Selby, Osborne Park Older Adult MHU and Joondalup MHU
- **To** Bunbury Hospital only (transfers that originate from Bunbury Regional Hospital are the responsibility of St John Ambulance under the St John Ambulance Services Agreement)
- To or from a private psychiatric hospital (e.g. Hollywood, Marian Centre, Abbotsford)
- To and from Private hospitals providing public services – Ramsay Health Care (Joondalup) and, St John of God (Midland)
- To or from Jandakot airport (RFDS)
- From a person's home in the community

- From a community mental health clinic or general health clinic (e.g. General Practitioner).

Between hospitals

While a person is an involuntary patient in a hospital, they may need to be transported to an alternative facility.

Home to hospital

Sometimes an involuntary inpatient may be away from hospital because they are on leave. If this leave expires or is cancelled a practitioner may make a transport order to ensure that the person is collected from their home (or another place where the person is staying).

Alternatively, the person may be on a community treatment order which they have stopped complying with. In this case, a transport order may be made to ensure the person is collected from their home (or another place where the person is staying) and brought to a hospital or other place for treatment.

Community to hospital

While a person is on a community treatment order, they must attend regular examinations with their supervising psychiatrist or another practitioner. If after one of these examinations a psychiatrist decides to make the person an involuntary inpatient, the psychiatrist can make a transport order to ensure that the person is collected from the community clinic and taken to the hospital.

5.2 Services

Provision of a road-based Mental Health Patient Transport (MHPT) service requiring non-emergency transfer between facilities, home to hospital, or community to hospital where at least one of the following is in place:

- 4A - Transport Order
- 4B - Extension of Transport Order
- 7D - Apprehension and Return Order

Other road-based transport of a mental health patient outside of these criteria will be provided under DOH20194700 for non-emergency planned patient transport and DOH20228707 for emergency ambulance services. This includes High Medical Acuity (non-mental health related) patient transfer between facilities.

5.3 Booking System

Bookings can be made directly through Wilson Medic One using one of the following pathways:

Phone: 1300 284 940 (preferred)

Online Portal: <https://ambulance.wilsonmedicone.com.au>

First-time users: to use the online booking system a secure login needs to be created by calling the operations Centre and requesting online portal access

Email: dispatchwa@wilsonmedicone.com.au

The following information is required to make your booking:

- Unique Medical Record Number (UMRN)
- Pick-up Date and Time
- Pick-up (from) Location and Address
- Destination (to) location and address
- Patient Given Name and Surname
- Patient Date of Birth
- Patient Transport Risk Rating – Low, Medium, High or Significant
- Authorising Clinician - name or Employee Number ('HE' number)
- Booking staff member name and contact number
- Applicable forms (4A, 4B and 7D)
- Are police required or in attendance
- If patient is above 159kg or 68cm wide
- Any equipment requirements such as wheelchair, Zimmer frame, or hoist will be travelling with the patient, other;
- Whether the patient has required restraint to be applied by health service staff, and if this is to be continued throughout the MHPT service; and.
- Any other medical or risk related information relevant to the safe transportation of the patient

A booking may be placed on the same day of the request, or in advance for a later day.

5.4 Attendance Times

WMO will provide the requester with an estimated time of arrival at the pick-up location. The Contractor must arrive at the pick-up location within 10 minutes (+/-) of the booked time.

In the event of a delay, WMO will notify the requester via phone as soon as practicable of any anticipated delay of more than 10 minutes in arriving at the pick-up location.

5.4.1 Cancellation

If the referrer needs to cancel the booked service, they must notify WMO of this as soon as practicable.

No cancellation fee is chargeable where the referrer has notified the Contractor prior to the dispatch of the vehicle or in the event they have not arrived at the pick-up location by the agreed arrival time.

5.5 Crew and vehicles

All mental health vehicles will be staffed as per the following table:

Eligible Patient Type	Crew Type
Low MH Transport risk	One (1) Patient Transport officer (Cert III NEPT) and one (1) Paramedic or Ambulance Officer who are also Mental Health Transport Officers
Medium MH Transport risk	One (1) Patient Transport officer (Cert III NEPT) and one (1) Paramedic or Ambulance Officer who are also Mental Health Transport Officers

High MH Transport risk	Two (2) Paramedics or Ambulance Officers who are also Mental Health Transport Officers
Significant* MH Transport risk	At least one (1) Paramedic or Ambulance Officer who is also a Mental Health Transport Officer and one (1) WA Police Officer (MHA 2014, s149)

*For significant MH transport risk patients, refer also to Appendix 3 – Significant Risk Process.

All vehicles are modern vehicles capable of carrying sitting and stretcher patients up to 318kg and 84cm wide. If your patient exceeds this, please call WMO to discuss.

Patient belongings:

In most cases Patient belongings can be conveyed with the patient. Due to workplace health and safety concerns for the crew, patient and any other people there are some factors to consider:

- Patient belongings will be limited to one (1) large suitcase or two (2) smaller cases providing it does not restrict manoeuvrability inside the vehicle or pose a risk in any way.
- Foldable wheelchairs that can be stowed within the vehicle can be carried with the patient
- Walking frames such as 4 Wheel Walkers, Zimmer's, etc can be carried with the patient providing they can be stowed safely or folded up.

If the patient's belongings can not be transported in the vehicle, alternative arrangements such as family or taxi will need to be made by the referring service.

6. BUYING OFF THIS CONTRACT

6.1 Buying Rules

Transports must be booked either through the online booking system (preferred) or through a telephone call to Wilson Medic One. See **5.3 booking System** (pg. 6) for details.

6.2 Responsibility for Costs

The referring service is the buying service and invoices will be issued as follows:

- Private health services (private hospitals and private psychiatrists) will be invoiced directly
- HSPs and Public Private Partnership services will be invoiced directly
- Community TO and ARO (community pickups) that are not from a private service/operator are charged to DOH e.g. GP clinic, community clinic

6.3 Price Schedule

The following price schedule (page 9) applies to all transports and will be billed to the referring service monthly.

All costs are quoted in Australian Dollar - AUD (\$), and are EXCLUSIVE of GST .

6.4 Pricing Schedule- All costs are quoted in Australian Dollar - AUD (\$) and are EXCLUSIVE of GST

Type of Transport	Day	Flag Fall	Included Km	Excess Km		
Inter- Hospital (Metro) Low Mental Health (MH) Transport Risk	Weekday	\$211	25	\$5.10 per km		
	Weekend	\$273.05				
Inter - Hospital (Metro) Medium MH Transport Risk	Weekday	\$217.19				
	Weekend	\$273.05				
Inter - Hospital (Metro) High MH Transport Risk	Weekday	\$527.50				
	Weekend	\$589.56				
Inter- Hospital (Metro) Significant MH Transport Risk	Weekday	\$527.50				
	Weekend	\$589.56				
Community Transport Orders (excluding Private Hospital transports)	Weekday	\$248.24				
	Weekend	\$310.28				
Transfer to Bunbury	Relevant flag fall					

Additional Fees

Cancellations	Vehicle Dispatched	\$62.55	Booking cancelled prior to vehicle being dispatch will not incur any charges. Price is charged per occasion and excludes GST.
	On Arrival	Flag Fall	Cancellation flag fall is charged per occasion
Delays	At Pick-up or Destination Facility	No Charge	
Wait and Return	Per 15 min increments	\$52.00	Provided a wait and return service has been arranged at the time of booking. Any wait and return service not arranged at the time of booking is to be charged at \$52.00 (exclusive of GST) per 15min increments.

BUYERS GUIDE

Surge Crew	Post event details reviewed.	\$172.41 per hour	Pre-determined trigger criteria have been met and a request to stand up Surge crew has been approved by PCU.
------------	------------------------------	-------------------	--

6.5 Invoicing and Payment Process

Requesters will be invoiced by email monthly by WMO as per the schedule at 6.4.

Terms are 30 days.

If at the time of booking a transfer a different entity responsible for payment is not nominated / or is unverified the booking facility will remain responsible for payment.

For any invoicing issues please contact:

Accounts Receivable
(08) 9415 2800

info@wilsonmedicone.com.au

7. ISSUES & COMPLAINTS

7.1 Complaints and Feedback Form

All issues, complaints and feedback must be forwarded to the contract manager, Purchasing and Contracting Unit.

Complete Appendix 2- CUSTOMER FEEDBACK FORM and forward it to:

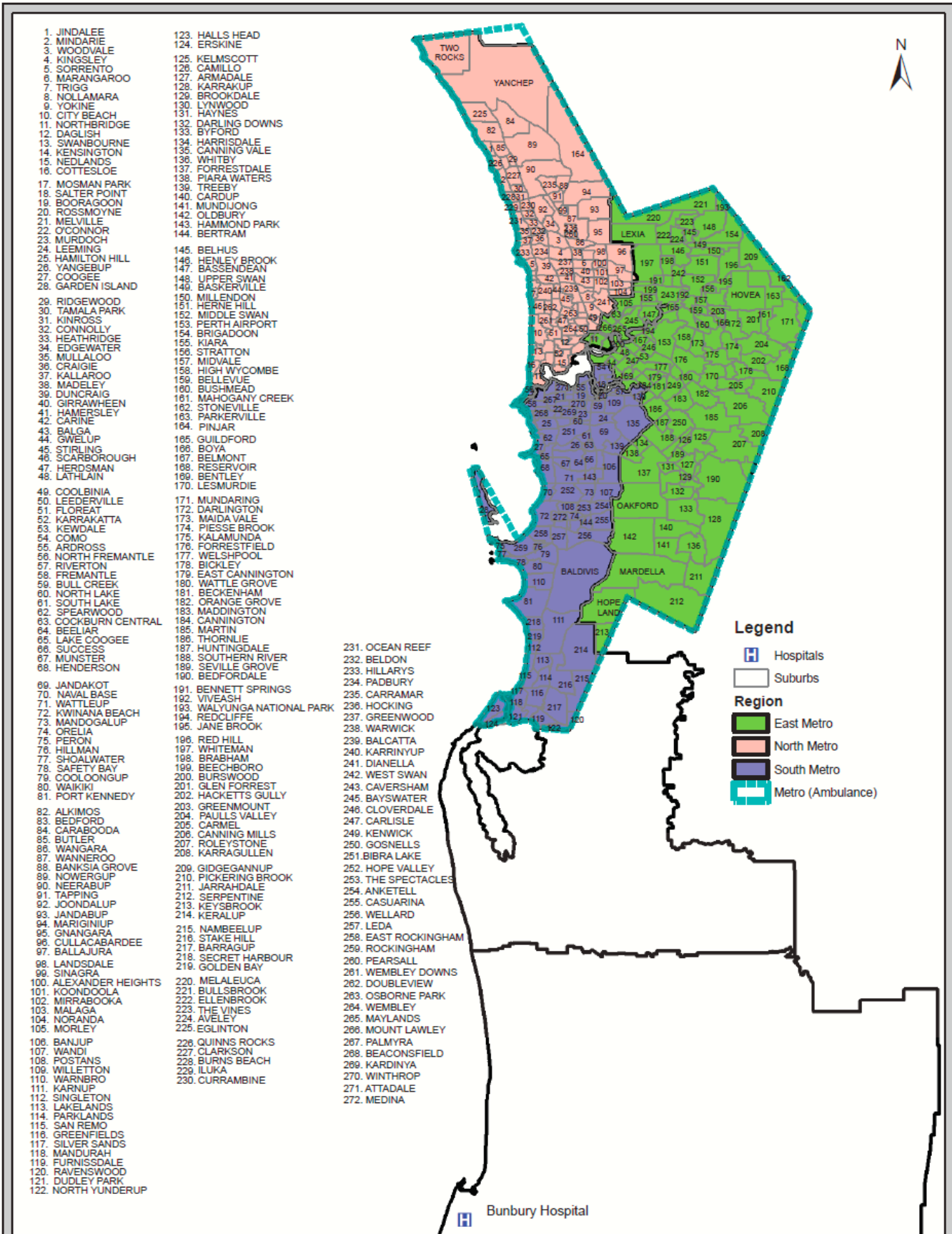
ASCM@health.wa.gov.au

8. FURTHER DETAILS

If you require further details, please contact the Purchasing and Contracting Unit at:

ASCM@health.wa.gov.au

APPENDIX 1- SERVICE AREA MAP



Produced by: Spatial Services Unit
Epidemiology Branch
Ting Lin
November 2020
Data sources: Landgate, DoH

Health Regions (Perth Metro)



File ref: 2020/November/Michael Wilcox - Map

APPENDIX 2 – CUSTOMER FEEDBACK

Step 1	Customer completes PART A only
Step 2	Customer sends the form to the Contract Manager. ASCM@health.wa.gov.au
Step 3	Contract Manager to complete Part B <i>(if required)</i>

PART A: CUSTOMER FEEDBACK

DATE:	
--------------	--

CUSTOMER DETAILS		
Agency Name:		
Customer Contact Person and title:		
Contact Details:	Phone:	
	Email:	

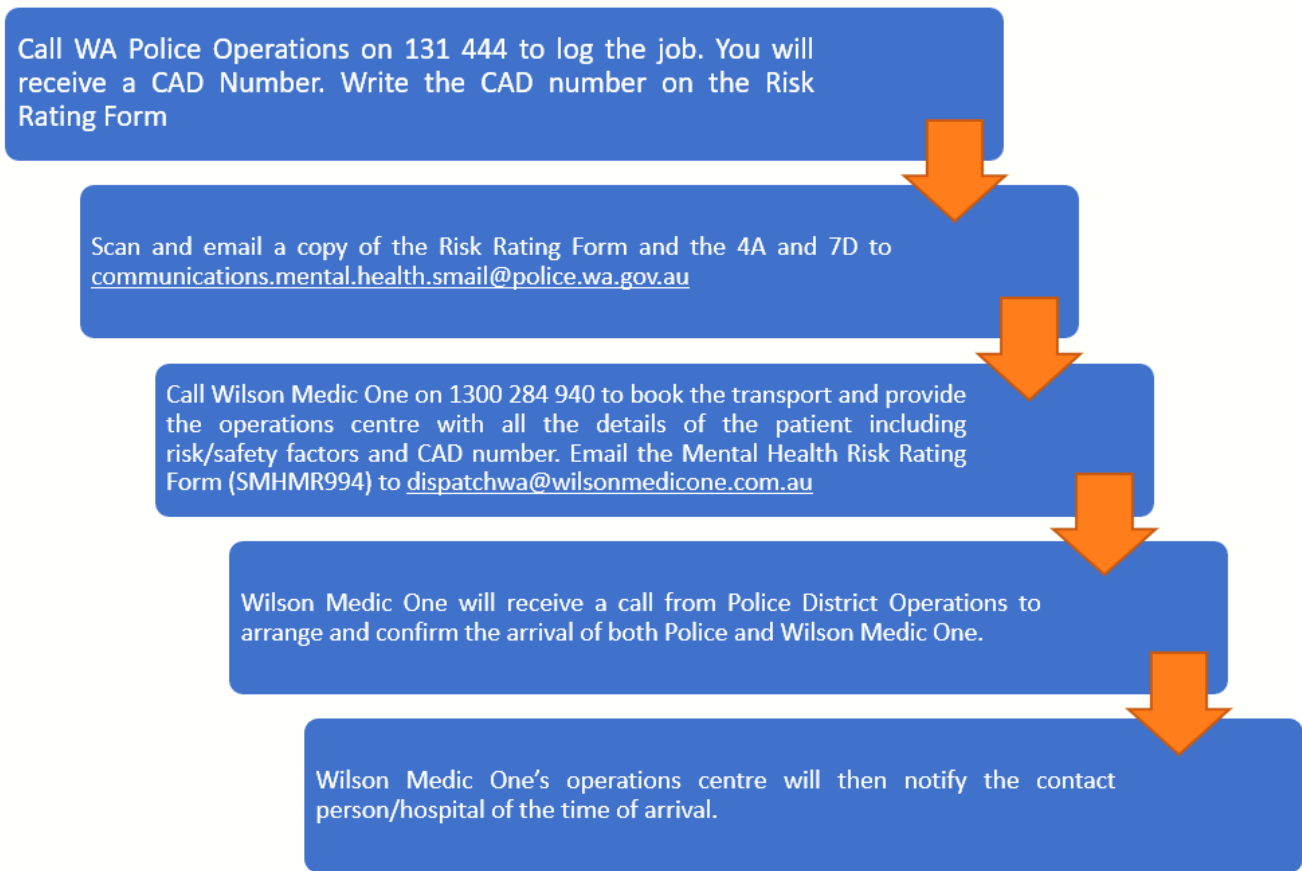
FEEDBACK DETAILS <i>(Attach further details)</i>
<p>Please include brief description of:</p> <ol style="list-style-type: none"> Contract Name and Number Details of the feedback If complaint or issue, provide timelines of events including Contractor’s response when the issue was raised with them. If complaint or issue, provide solutions being sought

PART B: CONTRACT MANAGER

DATE RECEIVED: _____

CONTRACT MANAGERS RESPONSE

APPENDIX 3 Significant Risk Process



APPENDIX 3 Referral Pathway

Metropolitan Mental Health Referral and Transport Order Process – Referrer Information Sheet

