

# Media Release

**The Hon Gabrielle Williams MP**  
Minister for Mental Health  
Minister for Ambulance Services  
Minister for Treaty and First Peoples



Friday, 14 April 2023

## WIDE RANGING REVIEW TO FUTURE-PROOF PATIENT TRANSPORT

The Andrews Labor Government is getting on with delivering a review into Victoria's non-emergency patient transport (NEPT) services – making sure Victorians are getting the best care as quickly as possible.

Minister for Ambulance Services Gabrielle Williams today announced the terms of reference for the upcoming review of Victoria's NEPT services – a promise Victorians endorsed at November's election.

The scope of the review will allow for a more comprehensive look at what is needed to ensure these healthcare and transport services meet the needs of the Victorian community both now and into the future.

Currently, NEPT services are largely contracted out to private providers through arrangements with Ambulance Victoria and Healthshare Victoria.

As well as considering future procurement arrangements, the review will also assess the timeliness of current services, how to make full use of the skilled workforce, and will explore ways to better coordinate the system so Victorians are connected with the right transport for their specific needs.

The review will be led by Member for Melton Steve McGhie – with a final report to be presented by the end of 2023.

The review will be guided by conversations with the sector and those who interact with it, including NEPT staff and providers, Ambulance Victoria, health services, industrial partners, peak bodies, and most importantly Victorians who use NEPT services.

NEPT services are provided to patients who need clinical monitoring or supervision during transport between hospitals or between home and hospital, but who do not require a time critical ambulance response. NEPT services also play a critical role in freeing up AV emergency crews to respond to the most time critical incidents.

NEPT is a critical feature of the health system, supporting more than 385,000 transports last year alone and freeing up paramedics to respond to life-threatening emergencies faster.

For more information on the terms of reference and the NEPT review, view [health.vic.gov.au](https://health.vic.gov.au).

### **Quote attributable to Minister for Ambulance Services Gabrielle Williams**

*"This is a significant opportunity to take a holistic review of NEPT services to see what's working and where we can do better for patients, staff and our healthcare sector partners."*

### **Quote attributable to Member for Melton Steve McGhie**

*"I look forward to leading this review and speaking with the entire patient transport sector – and those who engage with it – to make sure we're delivering high-quality, well-resourced NEPT services both now and into the future."*