1. **Identify:** identify the transport service provider (e.g. if transport was requested and not undertaken)

   - St John Ambulance
   - National Patient Transport (Metro region only)
   - WA Police

2. **Contact:** the on call Consultant Psychiatrist or Team Leader to phone the relevant contact number in an attempt to resolve the issue

   - St John Ambulance Duty Manager 9334 1226
   - National Patient Transport State Manager 0419 049 503
   - Police Operations Duty Inspector 9374 4025

3. **Resolve:** if the issue is not resolved proceed to step 4

4. **Senior Mental Health**

   - Mental Health Clinical Director
   - Mental Health Bed Management Medical Director (refer to on call roster)
   - Executive Director Mental Health to liaise with transport service to resolve issue